

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking. How can I help you? Hello? Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Um, I was gonna see if I could set up some vision insurance. Who do you work for, sir? Uh, Snap-on Tools through AccuForce. AccuForce? Yes, ma'am. Can I have the last four digits of your Social so I can pull up your file? Uh, three, one, one, eight. Your first and last name? Bryan Patrick . Mr. Patrick, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, 1757 Blountville Boulevard, Blountville, Tennessee. And the birthday is 07/12/1995. Thank you for the information. We have a telephone number on file, uh, 423-534-1572. Yeah. Your email is your first name, last name, 1572 at gmail.com? Yes, ma'am. And you wanted enrolled in the vision plan, you said? Yeah, just vision. Okay. And when did you start working for them? I'm sorry? How long you been working for AccuForce? Um, it'll be 60 days on the 13th. So, I have to send your information to our eligibility department to see if you are eligible to enroll at this time. It takes, um, 24 to 48 hours for them to get back to me. Okay. Um, um, is there a specific time to give you a call? Um, just around, say, 1:00, 1:15. That's usually when I go on my lunch. Okay, that works. Um, so if they said that it's okay to enroll you, then I will go ahead and enroll you in the vision plan and give you a call and let you know. Okay. Either way, if you're not eligible as well, I will give you a call. Is there anything else- All righty. ... for you, sir? No, ma'am. Thank you. Thank you for giving us a call. Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Pamela speaking. How can I help you?

Speaker speaker_1: Hello?

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_1: Um, I was gonna see if I could set up some vision insurance.

Speaker speaker_0: Who do you work for, sir?

Speaker speaker_1: Uh, Snap-on Tools through AccuForce.

Speaker speaker_0: AccuForce?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Can I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: Uh, three, one, one, eight.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Bryan Patrick .

Speaker speaker_0: Mr. Patrick, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Uh, 1757 Blountville Boulevard, Blountville, Tennessee. And the birthday is 07/12/1995.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, uh, 423-534-1572.

Speaker speaker_1: Yeah.

Speaker speaker_0: Your email is your first name, last name, 1572 at gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And you wanted enrolled in the vision plan, you said?

Speaker speaker_1: Yeah, just vision.

Speaker speaker_0: Okay. And when did you start working for them?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: How long you been working for AccuForce?

Speaker speaker_1: Um, it'll be 60 days on the 13th.

Speaker speaker_0: So, I have to send your information to our eligibility department to see if you are eligible to enroll at this time. It takes, um, 24 to 48 hours for them to get back to me.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, um, is there a specific time to give you a call?

Speaker speaker_1: Um, just around, say, 1:00, 1:15. That's usually when I go on my lunch.

Speaker speaker_0: Okay, that works. Um, so if they said that it's okay to enroll you, then I will go ahead and enroll you in the vision plan and give you a call and let you know.

Speaker speaker_1: Okay.

Speaker speaker_0: Either way, if you're not eligible as well, I will give you a call. Is there anything else-

Speaker speaker_1: All righty.

Speaker speaker_0: ... for you, sir?

Speaker speaker_1: No, ma'am. Thank you.

Speaker speaker_0: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too.