

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center ... Card. This is Pamela speaking. How may I help you? Yes, ma'am. I need to see about getting some insurance through my job. Excuse me? I need to see about getting some insurance through my job. Okay. Who do you work for, sir? I work for Hamilton-Ricker. May I have the last four digits of your Social? Uh, 3475. Your first and last name? Uh, it's Shane Ingellis, I-N-G-E-L-L-I-S. Mr. Ingellis, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, yeah. It's gonna be 50261 Acker Road, Amory, Mississippi 38821. And my date of birth is June 17th, 1986. Thank you for the information. We have a telephone number on file, 662-240-8551. Uh, two-six... Did you say 240 or two-six-zero? Two-six-zero. Yeah, that's it. And then we have your email which is your first... I mean, I'm sorry, your last name 86@email.com? Yes, ma'am. Right. And do you know what plan would you like to enroll to, sir? Uh, I don't. I don't even know what all is offered. I didn't know, like, if I, if I can get online and look up the different plans and stuff like that. I don't, I don't... I wasn't sure how to go about it. Okay. If you would like, I could email you a benefit guide with all the information on your Yeah, that'd be perfect. There will be a link there that you could also enroll online if you would like. Yeah, that's per... That'll work perfect. Thank you. All right. So the email's coming in from info@benefitscentercard. Check your spam and junk mail. It might go there. And you still have until the 31st of this month to enroll in the benefit. Okay. All right. Anything else I can do for you, sir? No, ma'am. That'll be it. Thank you very much. Thank you for giving us a call. Have a wonderful rest of the day. You, too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits Center ... Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yes, ma'am. I need to see about getting some insurance through my job.

Speaker speaker_1: Excuse me?

Speaker speaker_2: I need to see about getting some insurance through my job.

Speaker speaker_1: Okay. Who do you work for, sir?

Speaker speaker_2: I work for Hamilton-Ricker.

Speaker speaker_1: May I have the last four digits of your Social?

Speaker speaker_2: Uh, 3475.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Uh, it's Shane Ingellis, I-N-G-E-L-L-I-S.

Speaker speaker_1: Mr. Ingellis, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Uh, yeah. It's gonna be 50261 Acker Road, Amory, Mississippi 38821. And my date of birth is June 17th, 1986.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 662-240-8551.

Speaker speaker_2: Uh, two-six... Did you say 240 or two-six-zero?

Speaker speaker_1: Two-six-zero.

Speaker speaker_2: Yeah, that's it.

Speaker speaker_1: And then we have your email which is your first... I mean, I'm sorry, your last name 86@email.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Right. And do you know what plan would you like to enroll to, sir?

Speaker speaker_2: Uh, I don't. I don't even know what all is offered. I didn't know, like, if I, if I can get online and look up the different plans and stuff like that. I don't, I don't... I wasn't sure how to go about it.

Speaker speaker_1: Okay. If you would like, I could email you a benefit guide with all the information on your

Speaker speaker_2: Yeah, that'd be perfect.

Speaker speaker_1: There will be a link there that you could also enroll online if you would like.

Speaker speaker_2: Yeah, that's per-... That'll work perfect. Thank you.

Speaker speaker_1: All right. So the email's coming in from info@benefitscentercard. Check your spam and junk mail. It might go there. And you still have until the 31st of this month to enroll in the benefit.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Anything else I can do for you, sir?

Speaker speaker_2: No, ma'am. That'll be it. Thank you very much.

Speaker speaker_1: Thank you for giving us a call. Have a wonderful rest of the day.

Speaker speaker_2: You, too.