

Transcript: Pamela

Blanc-4765083157708800-6334979402416128

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits and card, this is Pamela speaking. How may I help you? Yes, I had received a text message. I was wondering in regards to, um... let me read it. Hold on. Um, "Congrats on your new job with ATC. You have 30 days to enroll for your, um, benefits and a card." What does that pertain to? We are the administrator for health insurance. Mm-hmm. Um, for the staffing agencies, they're probably letting you know that you can enroll in the health benefits if you would like them. Yeah. Um, that's for, um, caregivers, correct? Yes. Okay, so how do I go about... 'Cause I, I do need to get, um, some medical for me and my son, so how do I go about that? So you could do it online or you could do it over the phone with us. Have you seen the benefits guide? Mm-hmm. Did they send you a link on the phone call? I mean- Uh, they did. It's been so long, I don't know where it's at. Uh, um, I'll, I'll have to try to find it. You said they send it? Huh? You said they send it? Um, yeah, I'm trying to look through my email. I'm sorry. Okay. Do you have an email that I could, uh, email it to you? Yes. It's, um, shatondahall@yahoo.com. Give me one second. Let me- I'm sorry. Was I- No, that's fine. Just wanna pull up the email screen. All right, so it will be Shatonda Hall you said? Yes, my first and last name. Sh- S-H-A-T-O-N-D-A Hall, H-A-L-L@Yahoo.com. All right, let's see. All right, the email will be coming in from info@benefitsinacard. Check your spam and junk mail. You do have 30 days- Mm-hmm. ... from your first paycheck to enroll in the benefits. Okay, 'cause I, I do, um, actually need it. So I'll take a look over it. Do they have like different packages and things? Okay, you choose the medical and then, um, you could add the opt- the other options that you would like to, um, add like the dental, the vision. Mm-hmm. Okay, cool, cool. 'Cause I do need that stuff. Okay, so I'll be waiting for the email and then look it over and choose, you know, what's the best for me and my family. No problem. Thank you for giving us a call. Thank you. Just check your spam and junk mail, we might go there. No problem. Okay, bye-bye.

Conversation Format

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

Speaker speaker_1: ... benefits and card, this is Pamela speaking. How may I help you?

Speaker speaker_2: Yes, I had received a text message. I was wondering in regards to, um... let me read it. Hold on. Um, "Congrats on your new job with ATC. You have 30 days to enroll for your, um, benefits and a card." What does that pertain to?

Speaker speaker_1: We are the administrator for health insurance.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, for the staffing agencies, they're probably letting you know that you can enroll in the health benefits if you would like them.

Speaker speaker_2: Yeah. Um, that's for, um, caregivers, correct?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay, so how do I go about... 'Cause I, I do need to get, um, some medical for me and my son, so how do I go about that?

Speaker speaker_1: So you could do it online or you could do it over the phone with us. Have you seen the benefits guide?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Did they send you a link on the phone call? I mean-

Speaker speaker_2: Uh, they did. It's been so long, I don't know where it's at. Uh, um, I'll, I'll have to try to find it.

Speaker speaker_1: You said they send it?

Speaker speaker_2: Huh?

Speaker speaker_1: You said they send it?

Speaker speaker_2: Um, yeah, I'm trying to look through my email. I'm sorry.

Speaker speaker_1: Okay. Do you have an email that I could, uh, email it to you?

Speaker speaker_2: Yes. It's, um, shatondahall@yahoo.com.

Speaker speaker_1: Give me one second. Let me-

Speaker speaker_2: I'm sorry. Was I-

Speaker speaker_1: No, that's fine. Just wanna pull up the email screen. All right, so it will be Shatonda Hall you said?

Speaker speaker_2: Yes, my first and last name. Sh- S-H-A-T-O-N-D-A Hall, H-A-L-L@Yahoo.com.

Speaker speaker_1: All right, let's see. All right, the email will be coming in from info@benefitsinacard. Check your spam and junk mail. You do have 30 days-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... from your first paycheck to enroll in the benefits.

Speaker speaker_2: Okay, 'cause I, I do, um, actually need it. So I'll take a look over it. Do they have like different packages and things?

Speaker speaker_1: Okay, you choose the medical and then, um, you could add the opt- the other options that you would like to, um, add like the dental, the vision.

Speaker speaker_2: Mm-hmm. Okay, cool, cool. 'Cause I do need that stuff. Okay, so I'll be waiting for the email and then look it over and choose, you know, what's the best for me and my family.

Speaker speaker_1: No problem. Thank you for giving us a call.

Speaker speaker_2: Thank you.

Speaker speaker_1: Just check your spam and junk mail, we might go there.

Speaker speaker_2: No problem. Okay, bye-bye.