

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits for senior cards. This is Sandra speaking. How may I help you? Hello? Good morning. Hi. How are you? Good morning. How's it going? I'm good. And you, sir? Doing well. Right. And how may I help you? Uh, I just got a voicemail saying, um, I needed to update my spouse and dependent on the health plan. Okay. And who do you work for? At BGSS. Okay. Can I have the last four digits of your Social? 0445. And your first and last name, sir? Last name is Bradley. And the first name? First name, DeVante. Thank you. Mr. DeVante, or Mr. Bradley, I'm sorry. For security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth. My address, uh, current address is 2710 Tagore Avenue Northeast, A4-07. That's in Redmond, Washington 98052. Birth date is November 8th, 1992. All right. Thank you for the information. We have a telephone number on file 206-226-1016. And your email is your first name, last name at email.com. Correct. Let's see. Okay. So we here have your spouse information with the date of birth of April 2nd, 2025. So my spouse was born April 2nd, 2000. Okay. Let's fix that. All right. And, um, for the baby? And my daughter, she was born, uh, January 15th, 2023. Can you repeat her, her date of birth? I'm sorry. January 15th, 2023. All right. Okay. We're going to go ahead and add their information in the system. Mm-hmm. We're going to involve you and your family. Um, the benefits will start the following Monday after we receive the request from your employer. Okay. And your ID card will be authorized and array in the system. ID cards will be mailed out within seven to 10 days after- Okay. ... benefits are active. All right? Perfect. Only thing I was like, uh, "Do you need help with, sir?" That'd be all. All right. Thank you for giving us a call. Have a great rest of this day. Thank you. Have a great day. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits for senior cards. This is Sandra speaking. How may I help you?

Speaker speaker_2: Hello?

Speaker speaker_1: Good morning. Hi. How are you?

Speaker speaker_2: Good morning. How's it going?

Speaker speaker_1: I'm good. And you, sir?

Speaker speaker_2: Doing well.

Speaker speaker_1: Right. And how may I help you?

Speaker speaker_2: Uh, I just got a voicemail saying, um, I needed to update my spouse and dependent on the health plan.

Speaker speaker_1: Okay. And who do you work for?

Speaker speaker_2: At BGSS.

Speaker speaker_1: Okay. Can I have the last four digits of your Social?

Speaker speaker_2: 0445.

Speaker speaker_1: And your first and last name, sir?

Speaker speaker_2: Last name is Bradley.

Speaker speaker_1: And the first name?

Speaker speaker_2: First name, DeVante.

Speaker speaker_1: Thank you. Mr. DeVante, or Mr. Bradley, I'm sorry. For security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_2: My address, uh, current address is 2710 Tagore Avenue Northeast, A4-07. That's in Redmond, Washington 98052. Birth date is November 8th, 1992.

Speaker speaker_1: All right. Thank you for the information. We have a telephone number on file 206-226-1016. And your email is your first name, last name at email.com.

Speaker speaker_2: Correct.

Speaker speaker_1: Let's see. Okay. So we here have your spouse information with the date of birth of April 2nd, 2025.

Speaker speaker_2: So my spouse was born April 2nd, 2000.

Speaker speaker_1: Okay. Let's fix that. All right. And, um, for the baby?

Speaker speaker_2: And my daughter, she was born, uh, January 15th, 2023.

Speaker speaker_1: Can you repeat her, her date of birth? I'm sorry.

Speaker speaker_2: January 15th, 2023.

Speaker speaker_1: All right. Okay. We're going to go ahead and add their information in the system.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: We're going to involve you and your family. Um, the benefits will start the following Monday after we receive the request from your employer.

Speaker speaker_2: Okay.

Speaker speaker_1: And your ID card will be authorized and array in the system. ID cards will be mailed out within seven to 10 days after-

Speaker speaker_2: Okay.

Speaker speaker_1: ... benefits are active. All right?

Speaker speaker_2: Perfect.

Speaker speaker_1: Only thing I was like, uh, "Do you need help with, sir?"

Speaker speaker_2: That'd be all.

Speaker speaker_1: All right. Thank you for giving us a call. Have a great rest of this day.

Speaker speaker_2: Thank you. Have a great day.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye.