

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Center of Carter. This is Pamela speaking. How may I help you? Yeah, this is David McDaniel. I work for SST. Excuse me? And I was trying to figure out how to enroll from the insurance over into this one here since they changed it. Who do you work for, sir? Sir? What was that? What's the name of the staffing agency? SST. The last four digits of your Social. I didn't hear you, ma'am. The last four digits of your Social. Oh, okay. It's 2655. 2655? Yes, ma'am. Thank you. Your first and last name? David McDaniel. Thank you. Mr. McDaniel- Yes. ... for security reasons, we want to make sure we are in the correct file. I need to verify your complete address and date of birth. Address would be 15 County Road 1336, Liberty, Texas 77575. And birthday is June 27, 1964. Thank you for the information. We have a telephone number of 5936-391-1473. And your email is davidmcd49@gmail.com. Yes, ma'am. Okay. All right. Let's see. So I see that we received your enrollment from the company. Yeah. Uh, following the BAP standard which is your medical, short-term disability, life and the Stay Healthy plan, paying \$44.95 for paychecks. All right. If you want to make changes to that, then you have until the 30th of May. I'll keep everything the same. All right. No problem. So I'm good to go on that? All the... Y'all be sending me a call every couple weeks? Mm-hmm. Yeah. Yes. The ID card will be arriving within seven to 10 days after benefits become effective. Um, you do have the life insurance. Do you want to name someone as your beneficiary? Latosha Rutland. Tasha? Latosha. Latosha Rutland. Latosha. What was the last name? You need a- L- it's Latosha. L-A-T-O-S-H-A Rutland. R-U-T-L-A-N-D. All right. And the relationship? Daughter. Daughter. All right. Okay. Anything else I could do for you? Uh, I guess I'll... Everything's good. If everything's good on your end. All right. Thank you for giving us a call today. Have a great rest of the day. All right. Thank you, ma'am. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center of Carter. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yeah, this is David McDaniel. I work for SST.

Speaker speaker_0: Excuse me?

Speaker speaker_1: And I was trying to figure out how to enroll from the insurance over into this one here since they changed it.

Speaker speaker_0: Who do you work for, sir? Sir?

Speaker speaker_1: What was that?

Speaker speaker_0: What's the name of the staffing agency?

Speaker speaker_1: SST.

Speaker speaker_0: The last four digits of your Social.

Speaker speaker_1: I didn't hear you, ma'am.

Speaker speaker_0: The last four digits of your Social.

Speaker speaker_1: Oh, okay. It's 2655.

Speaker speaker_0: 2655?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Thank you. Your first and last name?

Speaker speaker_1: David McDaniel.

Speaker speaker_0: Thank you. Mr. McDaniel-

Speaker speaker_1: Yes.

Speaker speaker_0: ... for security reasons, we want to make sure we are in the correct file. I need to verify your complete address and date of birth.

Speaker speaker_1: Address would be 15 County Road 1336, Liberty, Texas 77575. And birthday is June 27, 1964.

Speaker speaker_0: Thank you for the information. We have a telephone number of 5936-391-1473. And your email is davidmcd49@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. All right. Let's see. So I see that we received your enrollment from the company.

Speaker speaker_1: Yeah.

Speaker speaker_0: Uh, following the BAP standard which is your medical, short-term disability, life and the Stay Healthy plan, paying \$44.95 for paychecks.

Speaker speaker_1: All right.

Speaker speaker_0: If you want to make changes to that, then you have until the 30th of May.

Speaker speaker_1: I'll keep everything the same.

Speaker speaker_0: All right. No problem.

Speaker speaker_1: So I'm good to go on that? All the... Y'all be sending me a call every couple weeks?

Speaker speaker_0: Mm-hmm. Yeah. Yes. The ID card will be arriving within seven to 10 days after benefits become effective. Um, you do have the life insurance. Do you want to name someone as your beneficiary?

Speaker speaker_2: Latosha Rutland.

Speaker speaker_1: Tasha?

Speaker speaker_2: Latosha. Latosha Rutland.

Speaker speaker_0: Latosha. What was the last name?

Speaker speaker_1: You need a-

Speaker speaker_2: L- it's Latosha. L-A-T-O-S-H-A Rutland. R-U-T-L-A-N-D.

Speaker speaker_0: All right. And the relationship?

Speaker speaker_2: Daughter.

Speaker speaker_1: Daughter.

Speaker speaker_0: All right. Okay. Anything else I could do for you?

Speaker speaker_1: Uh, I guess I'll... Everything's good. If everything's good on your end.

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

Speaker speaker_1: All right. Thank you, ma'am.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Bye.