

## Transcript: Pamela

**Blanc-4992775854931968-6191103338790912**

### Full Transcript

Thank you for calling Benefits Now Call. This is Pamela speaking. How may I help you? Hi, um... Oh, um, uh, sorry, I was actually trying to make another phone call but, uh, I'm gonna... I'm gonna call quick. I can now hear you. Um, sorry, um, one sec. Sorry, I was getting another phone call right away. I just had to decline it quick. Um, so my employer sent me an email, um, that I'm supposed to contact you guys about insurance. Is there a- Yes, one moment, sir. We are the administrator for the health insurance. Um, what is the name of the company you work for? Uh, Superior Trades. May I have the last four digits of your Social? Uh, nine, three, five, five. Nine, three, five, five. And your first and last name? My what? Your first and last name. Michael Leszczynski . Sir Michael? Yes. Mr. Leszczynski, 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, it should be... is it, it's either the 9570 White Star Road or it'll be the 877 Highway B. We have the White Star Road. Okay. Yeah. No, in Brussels. And what was the date of birth? Oh, sorry, uh, February 8th of '94. Thank you for the information. We have a phone number of -660-7254. Yes, ma'am. Okay, so I have... We have your enrollment for you- Mm-hmm. ... for the medical for you and your family, um, vision, dental, short-term disability and life insurance. Yep. And let's see. Right, but, um, we're missing your spouse's and children's information. Okay. Um, if you have it available you could provide it now. We're going to need first name, last name, date of birth, Social Security Number. Okay. Is there... Is there an email that you can send me, um, so that I can fill all that out? Uh, because I'm, I'm going to have to get some of that information for my wife and I'm- Um. ... about seven hours away from them. Unfortunately not. You could gather the information and send it back, um, co- and give us a call back. Okay. All right. Um, you still have... I mean, let's see here. Um, yeah, we're here from 8:00 AM to 8:00 PM Eastern Time Monday to Friday. Okay. Right? Sounds good. No, thank you. No problem. Thank you for giving us a call. Have a very restful day, sir. Mm-hmm. You too. Bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits Now Call. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi, um... Oh, um, uh, sorry, I was actually trying to make another phone call but, uh, I'm gonna... I'm gonna call quick.

Speaker speaker\_0: I can now hear you.

Speaker speaker\_1: Um, sorry, um, one sec. Sorry, I was getting another phone call right away. I just had to decline it quick. Um, so my employer sent me an email, um, that I'm supposed to contact you guys about insurance. Is there a-

Speaker speaker\_0: Yes, one moment, sir. We are the administrator for the health insurance. Um, what is the name of the company you work for?

Speaker speaker\_1: Uh, Superior Trades.

Speaker speaker\_0: May I have the last four digits of your Social?

Speaker speaker\_1: Uh, nine, three, five, five.

Speaker speaker\_0: Nine, three, five, five. And your first and last name?

Speaker speaker\_1: My what?

Speaker speaker\_0: Your first and last name.

Speaker speaker\_1: Michael Leszczynski .

Speaker speaker\_0: Sir Michael?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Mr. Leszczynski, 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, it should be... is it, it's either the 9570 White Star Road or it'll be the 877 Highway B.

Speaker speaker\_0: We have the White Star Road.

Speaker speaker\_1: Okay. Yeah. No, in Brussels.

Speaker speaker\_0: And what was the date of birth?

Speaker speaker\_1: Oh, sorry, uh, February 8th of '94.

Speaker speaker\_0: Thank you for the information. We have a phone number of -660-7254.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay, so I have... We have your enrollment for you-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... for the medical for you and your family, um, vision, dental, short-term disability and life insurance.

Speaker speaker\_1: Yep.

Speaker speaker\_0: And let's see. Right, but, um, we're missing your spouse's and children's information.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, if you have it available you could provide it now. We're going to need first name, last name, date of birth, Social Security Number.

Speaker speaker\_1: Okay. Is there... Is there an email that you can send me, um, so that I can fill all that out? Uh, because I'm, I'm going to have to get some of that information for my wife and I'm-

Speaker speaker\_0: Um.

Speaker speaker\_1: ... about seven hours away from them.

Speaker speaker\_0: Unfortunately not. You could gather the information and send it back, um, co- and give us a call back.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Um, you still have... I mean, let's see here. Um, yeah, we're here from 8:00 AM to 8:00 PM Eastern Time Monday to Friday.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Right?

Speaker speaker\_1: Sounds good. No, thank you.

Speaker speaker\_0: No problem. Thank you for giving us a call. Have a very restful day, sir.

Speaker speaker\_1: Mm-hmm. You too. Bye.