

Transcript: Pamela

Blanc-5052025217794048-4660774979026944

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hey, how you doing? Good, and you? Yeah. Um, I was called on by my uncle, and he been working through Surge. And they told me to call this number. So, like, he got hurt. He got a surgery, like, a month ago. He ain't been able to go back to work 'cause he's kind of old. So I'm trying to see if there are what benefit or check he can get, like a disability or anything like that. Well, Surge do offer plans to their, um, employee- Yeah. ... uh, short-term disability if they enrolled in it. And they told me, uh, you'll need his, um, his security, social security number and his name so they can look. Yeah, but is your parent, your pa- is your father with you? Yes, I'm with him right now but I take care of his paperwork. He don't speak English and he's old. 'Cause we need his consent in order to provide any information. Yeah, you have his consent. He right here with me. Oh. He's in this suit. Okay. All right. Yeah. May I have his last, the last four digits of his Social? Last four? Yes. 6-7-7-7. First and last name? Rico. P-I-M. R-I-C-O. F-I-S-F-I-L-S space A-I-M-E. Can you put him on the phone so I call, uh, he could verify his date of birth? Rico. P-Rico. And address. Yeah, she know me, Patricia. Can you hear me? No, I could barely hear. Say it again, Rico. Rico, R-I-C-O. F-I-N-A- And your date of birth? 2006. April the 18th- ... 1956. Can you, uh, verify the mailing address, please? 6288 Susan Drive, 30238. We have a phone number on file, 404-822-4490. Phone number? 404-822-4490. Can you read it out? Huh? Can you repeat it, please? The first part? Yeah. 4-4-4-4-9-8. So that's not his phone number? Um- Yeah, I think he switched numbers. Okay. Well, any, um, he's not en- enrolled in Benefits. He's not enrolled? His benefits been canceled. It's canceled? Been... Yes. Since, uh, November 15th. Since November? Mm-hmm. I thought, well, November is when he got hurt. But the last day of coverage was on the 18th. So he wants to file for short-term disability? Well- Is that what he wants to do? Well, he was supposed to do it the day he got hurt. No, no, I'm, I'm not, um, sure about... 'cause we are not the one that process the short-term disability. You have to claim it with the actual carrier. I could give you their number or transfer you there. Who's the actual carrier? The carrier's American Public Life. Uh, you can transfer me. Bear with me.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hey, how you doing?

Speaker speaker_1: Good, and you?

Speaker speaker_2: Yeah. Um, I was called on by my uncle, and he been working through Surge. And they told me to call this number. So, like, he got hurt. He got a surgery, like, a month ago. He ain't been able to go back to work 'cause he's kind of old. So I'm trying to see if there are what benefit or check he can get, like a disability or anything like that.

Speaker speaker_1: Well, Surge do offer plans to their, um, employee-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... uh, short-term disability if they enrolled in it.

Speaker speaker_2: And they told me, uh, you'll need his, um, his security, social security number and his name so they can look.

Speaker speaker_1: Yeah, but is your parent, your pa- is your father with you?

Speaker speaker_2: Yes, I'm with him right now but I take care of his paperwork. He don't speak English and he's old.

Speaker speaker_1: 'Cause we need his consent in order to provide any information.

Speaker speaker_2: Yeah, you have his consent. He right here with me.

Speaker speaker_3: Oh.

Speaker speaker_2: He's in this suit.

Speaker speaker_1: Okay. All right.

Speaker speaker_2: Yeah.

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

Speaker speaker_2: Last four?

Speaker speaker_1: Yes.

Speaker speaker_2: 6-7-7-7.

Speaker speaker_1: First and last name?

Speaker speaker_2: Rico. P-I-M. R-I-C-O. F-I-S-F-I-L-S space A-I-M-E.

Speaker speaker_1: Can you put him on the phone so I call, uh, he could verify his date of birth?

Speaker speaker_2: Rico. P- Rico.

Speaker speaker_1: And address.

Speaker speaker_3: Yeah, she know me, Patricia. Can you hear me?

Speaker speaker_1: No, I could barely hear.

Speaker speaker_2: Say it again, Rico.

Speaker speaker_3: Rico, R-I-C-O. F-I-N-A-

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 2006. April the 18th- ... 1956.

Speaker speaker_1: Can you, uh, verify the mailing address, please?

Speaker speaker_2: 6288 Susan Drive, 30238.

Speaker speaker_1: We have a phone number on file, 404-822-4490.

Speaker speaker_2: Phone number?

Speaker speaker_1: 404-822-4490.

Speaker speaker_2: Can you read it out?

Speaker speaker_3: Huh?

Speaker speaker_2: Can you repeat it, please?

Speaker speaker_3: The first part?

Speaker speaker_2: Yeah.

Speaker speaker_3: 4-4-4-4-9-8.

Speaker speaker_2: So that's not his phone number?

Speaker speaker_3: Um-

Speaker speaker_2: Yeah, I think he switched numbers.

Speaker speaker_1: Okay. Well, any, um, he's not en- enrolled in Benefits.

Speaker speaker_2: He's not enrolled?

Speaker speaker_1: His benefits been canceled.

Speaker speaker_2: It's canceled?

Speaker speaker_1: Been... Yes. Since, uh, November 15th.

Speaker speaker_2: Since November?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I thought, well, November is when he got hurt.

Speaker speaker_1: But the last day of coverage was on the 18th. So he wants to file for short-term disability?

Speaker speaker_2: Well-

Speaker speaker_1: Is that what he wants to do?

Speaker speaker_2: Well, he was supposed to do it the day he got hurt.

Speaker speaker_1: No, no, I'm, I'm not, um, sure about... 'cause we are not the one that process the short-term disability. You have to claim it with the actual carrier. I could give you their number or transfer you there.

Speaker speaker_2: Who's the actual carrier?

Speaker speaker_1: The carrier's American Public Life.

Speaker speaker_2: Uh, you can transfer me.

Speaker speaker_1: Bear with me.