

## **Transcript: Pamela**

**Blanc-5065908646526976-6618760112193536**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the Car. This is Pamela speaking. I'm sorry. The call cut out. I couldn't understand what you were saying. Thank you for calling Benefits in the Car. This is Pamela speaking. How may I help you? Pamela, I got a missed call from you guys. My name is Rachel Mays. Um, the voicemail stated that, uh, about my primary care benefit info with BG. Okay. You say you got a, um- A voicemail from Malcolm. A voicemail from a- Right. Okay. So may I have the last four digits of your Social so I can pull up your file? 2076. 2076. And your first and last name? Uh, Mays. M-A-Y-S. First name Rachel. Okay. Second is Mays. Miss Mays, 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? 1911 West Main Drive, Apartment 2707, Houston, Texas 77011. Birthday is July 30th, '97. Thank you for the information. We have a phone number on file, 832-692-2958. And your email is maysrachel\_05@yahoo.com? That's right. Let's see what is going on here. Okay. So when you filled out the form to enroll in the health benefits, um, you selected virtual primary care and then selected not to participate in coverage. So we were trying to figure out if yes you want to enrolled in the benefits or not. Got it. Okay, yes, I do. Okay. So we'll go ahead and proceed to the en- Well, actually, let me see here. Okay. I'm gonna proceed to enroll you... Mm. Created on the 2018. Okay. Um, I'm gonna have to send you information to the electricity department because I don't have your recent hire date in their system. Okay. Um, it should take 24 to 72 hours for them to get back to me. I will go ahead and enroll you if they said it's okay. Okay. Okay, sounds like a good- And if- Whatever the case may be, I will go ahead and, um, give you a call. All right. Is there a specific time to call you, ma'am? Um, any time is okay. Um, if I- You can- ... miss you guys' phone call, um, I'll just give you guys a call back, but I'm pretty open- I will leave you a message. If, uh, if anything, let- let you know we went ahead with enrollment. If not, the same thing and, like, to know the reason why so you could give us a call back. Okay, sounds like a plan. All right. Thank you so much. Thank you for giving us a call today. Have a great rest of the day. You too. 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 in the Car. This is Pamela speaking.

Speaker speaker\_2: I'm sorry. The call cut out. I couldn't understand what you were saying.

Speaker speaker\_1: Thank you for calling Benefits in the Car. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Pamela, I got a missed call from you guys. My name is Rachel Mays. Um, the voicemail stated that, uh, about my primary care benefit info with BG.

Speaker speaker\_1: Okay. You say you got a, um-

Speaker speaker\_2: A voicemail from Malcolm.

Speaker speaker\_1: A voicemail from a- Right. Okay. So may I have the last four digits of your Social so I can pull up your file?

Speaker speaker\_2: 2076.

Speaker speaker\_1: 2076. And your first and last name?

Speaker speaker\_2: Uh, Mays. M-A-Y-S. First name Rachel.

Speaker speaker\_1: Okay. Second is

Speaker speaker\_3: Mays.

Speaker speaker\_1: Miss Mays, 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\_2: 1911 West Main Drive, Apartment 2707, Houston, Texas 77011. Birthday is July 30th, '97.

Speaker speaker\_1: Thank you for the information. We have a phone number on file, 832-692-2958. And your email is maysrachel\_05@yahoo.com?

Speaker speaker\_2: That's right.

Speaker speaker\_1: Let's see what is going on here. Okay. So when you filled out the form to enroll in the health benefits, um, you selected virtual primary care and then selected not to participate in coverage. So we were trying to figure out if yes you want to enrolled in the benefits or not.

Speaker speaker\_2: Got it. Okay, yes, I do.

Speaker speaker\_1: Okay. So we'll go ahead and proceed to the en- Well, actually, let me see here. Okay. I'm gonna proceed to enroll you... Mm. Created on the 2018. Okay. Um, I'm gonna have to send you information to the electricity department because I don't have your recent hire date in their system.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, it should take 24 to 72 hours for them to get back to me. I will go ahead and enroll you if they said it's okay.

Speaker speaker\_2: Okay. Okay, sounds like a good-

Speaker speaker\_1: And if- Whatever the case may be, I will go ahead and, um, give you a call. All right. Is there a specific time to call you, ma'am?

Speaker speaker\_2: Um, any time is okay. Um, if I-

Speaker speaker\_1: You can-

Speaker speaker\_2: ... miss you guys' phone call, um, I'll just give you guys a call back, but I'm pretty open-

Speaker speaker\_1: I will leave you a message. If, uh, if anything, let- let you know we went ahead with enrollment. If not, the same thing and, like, to know the reason why so you could give us a call back.

Speaker speaker\_2: Okay, sounds like a plan.

Speaker speaker\_1: All right.

Speaker speaker\_2: Thank you so much.

Speaker speaker\_1: Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Bye.