

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-04. This is Pamela speaking. How may I help you? Hello. Good morning. My name is Philomena. Hello? Can I help you? Yes, I'm here. Yeah. Yeah. I'm calling on my insurance, health insurance. Excuse me. Who do you work for? Care Builders. Can I have the last four digits of your social? 6396. Your first and last name? Philomena. P-H-I-L-O-M-E-N-A. Miss Philomena, for security reasons- Old- ... just to make sure we are in- Old me. ... the correct file- Huh? ... can you verify your complete address and date of birth, please? 33, uh, 733 Riviera Road, Yeadon. Date of birth, November 20th, 1966. Where is this address located? I need the city and state and zip code. La, Philadelphia. My zip code is 19050. All right. We have a phone number of 781-53529 and your email is philly@... You remember that one? Okay, at the... Yeah. Cut me off- So I told them- ... last month. Yeah. I told them to cut me off last month, because, um, the Care Builders, where the money w- was being paid, they, uh, they, um... My client traveled, so they didn't put me on. So now they have putting me on for job because they normally take the money from my, my, um, payroll every week. So I want them to put it back again, if it's possible. Unfortunately, you will not be able to reinstate the benefits, 'cause, um- What? Let me... Give me one second. That was last year. Give me one second. Hold on. Okay. Hello? Ma'am? All right. So unfortunately you will have to wait for company open enrollment in order to reinstate your benefits. What? You said what? You will not be able to reinstate the benefits until company open enrollment. Okay. No problem. Go ahead. Anything else I could do for you? No.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 10-04. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hello. Good morning. My name is Philomena. Hello?

Speaker speaker_1: Can I help you? Yes, I'm here.

Speaker speaker_2: Yeah. Yeah. I'm calling on my insurance, health insurance.

Speaker speaker_1: Excuse me. Who do you work for?

Speaker speaker_2: Care Builders.

Speaker speaker_1: Can I have the last four digits of your social?

Speaker speaker_2: 6396.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Philomena. P-H-I-L-O-M-E-N-A.

Speaker speaker_1: Miss Philomena, for security reasons-

Speaker speaker_2: Old-

Speaker speaker_1: ... just to make sure we are in-

Speaker speaker_2: Old me.

Speaker speaker_1: ... the correct file-

Speaker speaker_2: Huh?

Speaker speaker_1: ... can you verify your complete address and date of birth, please?

Speaker speaker_2: 33, uh, 733 Riviera Road, Yeadon. Date of birth, November 20th, 1966.

Speaker speaker_1: Where are this address located? I need the city and state and zip code.

Speaker speaker_2: La, Philadelphia. My zip code is 19050.

Speaker speaker_1: All right. We have a phone number of 781-53529 and your email is philly@... You remember that one?

Speaker speaker_2: Okay, at the... Yeah.

Speaker speaker_1: Cut me off-

Speaker speaker_2: So I told them-

Speaker speaker_1: ... last month.

Speaker speaker_2: Yeah. I told them to cut me off last month, because, um, the Care Builders, where the money w- was being paid, they, uh, they, um... My client traveled, so they didn't put me on. So now they have putting me on for job because they normally take the money from my, my, um, payroll every week. So I want them to put it back again, if it's possible.

Speaker speaker_1: Unfortunately, you will not be able to reinstate the benefits, 'cause, um-

Speaker speaker_2: What?

Speaker speaker_1: Let me... Give me one second. That was last year. Give me one second. Hold on.

Speaker speaker_2: Okay.

Speaker speaker_1: Hello?

Speaker speaker_2: Ma'am?

Speaker speaker_1: All right. So unfortunately you will have to wait for company open enrollment in order to reinstate your benefits.

Speaker speaker_2: What? You said what?

Speaker speaker_1: You will not be able to reinstate the benefits until company open enrollment.

Speaker speaker_2: Okay. No problem.

Speaker speaker_3: Go ahead.

Speaker speaker_1: Anything else I could do for you?

Speaker speaker_2: No.