

## **Transcript: Pamela**

**Blanc-5184571505295360-4555783914307584**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Uh, yes, this is Duriel Elmore, uh, with my benefits through my employer. Uh, is this like short-term disability? You won an, uh, a claim? Uh, well, I'm going on, uh, I'm having surgery tomorrow and it will put me out of work for seve- several weeks. So I wanted... I was given this number by my employer to reach out to you. I guess, it's some- is this something like short-term disability or... I'm not quite sure what BIC is, Benefits in a Card. Okay. So we are the administrator for the health insurance for the staffing agency. Now, uh- Oh, okay. ... would you call if you're enrolled in the short-term disability? Uh, I'm not sure. I think she stated that I was enrolled. Is there a way that you could check? Sure. May I have the last four digits of your Social and the name of the staffing agency you work for? Yes. Uh, my last four digits is 8968 and I work for MAU Workforce. First and last name, sir? Duriel Elmore. Uh, Mr. Elmore, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Oh, yes. It is 12112 Baum Place, Jacksonville, South Carolina, 29580. And what was the date of birth, sir? Sorry. My date of birth is February 22nd, 1992. Thank you. Uh, we have a phone number on file, 8646611269, and your email is your first name, last name@yahoo.com. Okay. It's right there. So I'm gonna... If you would like, I could give you the phone number and transfer you to APL, which is the carrier for your short-term disability and you can fill- Okay. ... the information with them. You like the number or you want me to transfer you? Uh, could you give me the number and transfer me? Okay. It's 800-256-Okay. ... 8606. 800-256-8606? Yes, sir. Thank you so much. Just bear with me. Yes.

### **Conversation Format**

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

Speaker speaker\_1: Uh, yes, this is Duriel Elmore, uh, with my benefits through my employer. Uh, is this like short-term disability?

Speaker speaker\_0: You won an, uh, a claim?

Speaker speaker\_1: Uh, well, I'm going on, uh, I'm having surgery tomorrow and it will put me out of work for seve- several weeks. So I wanted... I was given this number by my employer to reach out to you. I guess, it's some- is this something like short-term disability or... I'm not quite sure what BIC is, Benefits in a Card.

Speaker speaker\_0: Okay. So we are the administrator for the health insurance for the staffing agency. Now, uh-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... would you call if you're enrolled in the short-term disability?

Speaker speaker\_1: Uh, I'm not sure. I think she stated that I was enrolled. Is there a way that you could check?

Speaker speaker\_0: Sure. May I have the last four digits of your Social and the name of the staffing agency you work for?

Speaker speaker\_1: Yes. Uh, my last four digits is 8968 and I work for MAU Workforce.

Speaker speaker\_0: First and last name, sir?

Speaker speaker\_1: Duriel Elmore.

Speaker speaker\_0: Uh, Mr. Elmore, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_1: Oh, yes. It is 12112 Baum Place, Jacksonville, South Carolina, 29580.

Speaker speaker\_0: And what was the date of birth, sir? Sorry.

Speaker speaker\_1: My date of birth is February 22nd, 1992.

Speaker speaker\_0: Thank you. Uh, we have a phone number on file, 8646611269, and your email is your first name, last name@yahoo.com.

Speaker speaker\_1: Okay. It's right there.

Speaker speaker\_0: So I'm gonna... If you would like, I could give you the phone number and transfer you to APL, which is the carrier for your short-term disability and you can fill-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... the information with them. You like the number or you want me to transfer you?

Speaker speaker\_1: Uh, could you give me the number and transfer me?

Speaker speaker\_0: Okay. It's 800-256-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... 8606.

Speaker speaker\_1: 800-256-8606?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Thank you so much.

Speaker speaker\_0: Just bear with me.

Speaker speaker\_1: Yes.