

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... this is Pamela speaking. How may I help you? Yes, I wanted to enroll in a health insurance for dental. Who do you work for? I already got a text. Excuse me? Who you work for? I work for WorkSmart but they, uh... WorkSmart. WorkSmart? Yes. May I have the last four digits of the Social? 5627. Your first and last name, sir? Brian Loudon. Mr. Bound-Loudon, for security reasons, just to make sure that we are in the correct file, can you please verify your complete address and date of birth? 2421 Loudon Road, Greenville, 96 South Carolina. August 11th, 1987. Is your ZIP code 29666? 29666. All right. And let's see. You say you want to enroll in the health... in the dental, right? Yes, dental. Okay. So it's just for employee only? Excuse me? Yes. Just for you? So the premium is \$3.76 for paycheck and... The benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be authorized to generate in the system. It will be mailed out to you within seven to 10 business days. Uh, is there anything else? Okay. So you gotta hear back from them, you gotta hear back from them first? Yes. They... We have to receive the- the first payment through them. Okay. Okay. Thank you. Was there anything else I could do for you, sir? No, ma'am. When you think, uh, y'all, they'll send the payment? It's only \$3.00. Um, \$3.76. Um, it usually take about two to three weeks for the benefits to start. So- Okay. ... we don't have access to your payroll, so I'm not sure when they gonna do the eh- actual, um, deduction, but it usually take about two weeks. Okay. Thank you. All right. Anything else I could do for you, sir? No, ma'am. All right. Okay, so what was that? Oh, I said, "No, ma'am." Oh, no. I'm so sorry, I...

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits ... this is Pamela speaking. How may I help you?

Speaker speaker_2: Yes, I wanted to enroll in a health insurance for dental.

Speaker speaker_1: Who do you work for?

Speaker speaker_2: I already got a text. Excuse me?

Speaker speaker_1: Who you work for?

Speaker speaker_2: I work for WorkSmart but they, uh... WorkSmart.

Speaker speaker_1: WorkSmart?

Speaker speaker_2: Yes.

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

Speaker speaker_2: 5627.

Speaker speaker_1: Your first and last name, sir?

Speaker speaker_2: Brian Louden.

Speaker speaker_1: Mr. Bound- Louden, for security reasons, just to make sure that we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: 2421 Loudon Road, Greenville, 96 South Carolina. August 11th, 1987.

Speaker speaker_1: Is your ZIP code 29666?

Speaker speaker_2: 29666.

Speaker speaker_1: All right. And let's see. You say you want to enroll in the health... in the dental, right?

Speaker speaker_2: Yes, dental.

Speaker speaker_1: Okay. So it's just for employee only?

Speaker speaker_2: Excuse me? Yes.

Speaker speaker_1: Just for you? So the premium is \$3.76 for paycheck and... The benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be authorized to generate in the system. It will be mailed out to you within seven to 10 business days. Uh, is there anything else?

Speaker speaker_2: Okay. So you gotta hear back from them, you gotta hear back from them first?

Speaker speaker_1: Yes. They... We have to receive the- the- the first payment through them.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay.

Speaker speaker_2: Thank you.

Speaker speaker_1: Was there anything else I could do for you, sir?

Speaker speaker_2: No, ma'am. When you think, uh, y'all, they'll send the payment? It's only \$3.00.

Speaker speaker_1: Um, \$3.76. Um, it usually take about two to three weeks for the benefits to start. So-

Speaker speaker_2: Okay.

Speaker speaker_1: ... we don't have access to your payroll, so I'm not sure when they gonna do the eh- actual, um, deduction, but it usually take about two weeks.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: All right. Anything else I could do for you, sir?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: All right. Okay, so what was that?

Speaker speaker_2: Oh, I said, "No, ma'am."

Speaker speaker_1: Oh, no. I'm so sorry, I...