

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits and Accord. This is Pamela speaking. How may I help you? Hey, my name is Avery Allen. I was calling to see if my benefits were active yet? Oh, what's the name of the agency that you work for? Surge. The last four digits of the Social? 9663. And what is your first and last name now? It's Avery Allen. Ms. Allen, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. My address? And date of birth. Okay. It'll be 300 Sportsman Club Road, Boonville, Mississippi. And you said the phone number? Yes. 662-663-0176. Thank you for the information. We have a telephone number on file. It's 662-6... I mean, I meant the date of birth. You just gave me the telephone number. Oh, 11/10/2005. Thank you. All right. Let's see. So no, your benefits are not active. Um, you getting out of our rolls in the Stay Healthy plan? What? It's so... I don't see any enrollment pending here yet for you, so you opted to be out of our rolls? Yeah, I want to be out of your rolls. So, when, when do you think it will be active? Well, we have to re-... Um, so after you first check, you get automatically out of our rolls. Then it takes about seven to 10 business days for you to receive your ID card. Okay. All right? All right. Thank you. Thank you for giving us a call. Have a great rest of the day. You too. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Hey, my name is Avery Allen. I was calling to see if my benefits were active yet?

Speaker speaker\_0: Oh, what's the name of the agency that you work for?

Speaker speaker\_1: Surge.

Speaker speaker\_0: The last four digits of the Social?

Speaker speaker\_1: 9663.

Speaker speaker\_0: And what is your first and last name now?

Speaker speaker\_1: It's Avery Allen.

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

Speaker speaker\_1: My address?

Speaker speaker\_0: And date of birth.

Speaker speaker\_1: Okay. It'll be 300 Sportsman Club Road, Boonville, Mississippi. And you said the phone number?

Speaker speaker\_0: Yes.

Speaker speaker\_1: 662-663-0176.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file. It's 662-6... I mean, I meant the date of birth. You just gave me the telephone number.

Speaker speaker\_1: Oh, 11/10/2005.

Speaker speaker\_0: Thank you. All right. Let's see. So no, your benefits are not active. Um, you getting out of our rolls in the Stay Healthy plan?

Speaker speaker\_1: What?

Speaker speaker\_0: It's so... I don't see any enrollment pending here yet for you, so you opted to be out of our rolls?

Speaker speaker\_1: Yeah, I want to be out of your rolls. So, when, when do you think it will be active?

Speaker speaker\_0: Well, we have to re-... Um, so after you first check, you get automatically out of our rolls. Then it takes about seven to 10 business days for you to receive your ID card.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right?

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: You too. Bye.