

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Oh, hi. Uh, my name's Ronald and I'm just calling to check my, uh, uh, health insurance status. I recently joined a company, uh, under Benefits with Card, and I was wondering if you could, uh, help me pull up my status. Sure. And what's the name of the staffing agency? Sure. The name of the staffing, uh, agency is, uh, Oxford Global Resources. Okay. Uh, may I have the last four digits of your Social so I can pull up your file? Sure. It's 6411. Your first and last name? Uh, first name is Ronald, R-O-N-A-L-D. Uh, last name is Wang, W-A-N-G. Mr. Wang, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth. Sure. My complete address is 11186 Blackburn Lane, uh, Alpharetta, Georgia, zip code 30022. And my date of birth is, uh, September 20th, year, uh, 1988. Okay. We have a telephone number on file, 740-556-1799, and your email is your first name, your last name, 88 at gmail.com. Uh, could you repeat the first three digits of my telephone number just in case? What, 470-556? Oh. Okay, no, that- that- that's correct on the third- yeah, four- yeah. So that's correct. No problem. So I see that you are enrolled, sir, in the benefits for you and your spouse, but we have not received the premium from your employer. Not yet. Okay. Um, if you wanted to contact your HR department, let them know that's what we waiting on for your benefit to start. Okay. Uh, yes, I'll contact my employer. Then, uh, my next question is, let say they paid the premium sometimes this week. When will... Uh, I guess the question would be, when will the benefits be activated and will I receive a mail copy of the Benefits in a Card? So, let's say... What days do you get paid, sir, during the week? Uh, Friday morning- Friday. ... or Friday. Friday. Okay. Let's say, um, today's the fifth. Let's say you get paid this Friday the 8th, and we receive the premium over the weekend, then Monday the 11th your benefits will be active. It's always the following Monday after we receive the premium. Okay, always the following Monday. Okay. Yeah. Sounds good. Then I'll email my, uh, HR department regarding the premium and, uh, um... Okay. And I'll, uh, follow up with them then. No problem. Anything else I could do for you? Uh, I guess that's it. All right. Uh, and just to confirm, uh, you're, uh, uh, you're not missing anything in my, uh, health insurance application form, right? Mm, no. That's all we need for now. Okay. Uh, no- nothing else, ma'am. Thank you. All right. Thank you for giving us a call today. Have a great rest of the day, sir. Oh, you too. 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 a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Oh, hi. Uh, my name's Ronald and I'm just calling to check my, uh, uh, health insurance status. I recently joined a company, uh, under Benefits with Card, and I was wondering if you could, uh, help me pull up my status.

Speaker speaker_1: Sure. And what's the name of the staffing agency?

Speaker speaker_2: Sure. The name of the staffing, uh, agency is, uh, Oxford Global Resources.

Speaker speaker_1: Okay. Uh, may I have the last four digits of your Social so I can pull up your file?

Speaker speaker_2: Sure. It's 6411.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Uh, first name is Ronald, R-O-N-A-L-D. Uh, last name is Wang, W-A-N-G.

Speaker speaker_1: Mr. Wang, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_2: Sure. My complete address is 11186 Blackburn Lane, uh, Alpharetta, Georgia, zip code 30022. And my date of birth is, uh, September 20th, year, uh, 1988.

Speaker speaker_1: Okay. We have a telephone number on file, 740-556-1799, and your email is your first name, your last name, 88 at gmail.com.

Speaker speaker_2: Uh, could you repeat the first three digits of my telephone number just in case?

Speaker speaker_1: What, 470-556?

Speaker speaker_2: Oh. Okay, no, that- that- that's correct on the third- yeah, four- yeah. So that's correct.

Speaker speaker_1: No problem. So I see that you are enrolled, sir, in the benefits for you and your spouse, but we have not received the premium from your employer. Not yet.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, if you wanted to contact your HR department, let them know that's what we waiting on for your benefit to start.

Speaker speaker_2: Okay. Uh, yes, I'll contact my employer. Then, uh, my next question is, let say they paid the premium sometimes this week. When will... Uh, I guess the question would be, when will the benefits be activated and will I receive a mail copy of the Benefits in a Card?

Speaker speaker_1: So, let's say... What days do you get paid, sir, during the week?

Speaker speaker_2: Uh, Friday morning-

Speaker speaker_1: Friday.

Speaker speaker_2: ... or Friday.

Speaker speaker_1: Friday. Okay. Let's say, um, today's the fifth. Let's say you get paid this Friday the 8th, and we receive the premium over the weekend, then Monday the 11th your benefits will be active. It's always the following Monday after we receive the premium.

Speaker speaker_2: Okay, always the following Monday.

Speaker speaker_1: Okay. Yeah.

Speaker speaker_2: Sounds good. Then I'll email my, uh, HR department regarding the premium and, uh, um... Okay. And I'll, uh, follow up with them then.

Speaker speaker_1: No problem. Anything else I could do for you?

Speaker speaker_2: Uh, I guess that's it.

Speaker speaker_1: All right.

Speaker speaker_2: Uh, and just to confirm, uh, you're, uh, uh, you're not missing anything in my, uh, health insurance application form, right?

Speaker speaker_1: Mm, no. That's all we need for now.

Speaker speaker_2: Okay. Uh, no- nothing else, ma'am. Thank you.

Speaker speaker_1: All right. Thank you for giving us a call today. Have a great rest of the day, sir.

Speaker speaker_2: Oh, you too. Bye-bye.