

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for using Benefits in This is Pamela speaking. How may I help you? Uh, yes, I was, uh, I was calling to reinstate my... If you could reinstate, you would have benefited from it. Mm. Uh, to reinstate my benefits. Who do you work for, sir? Petron, M-A-U. Can I have the last four digits of your Social so I can pull up your file? 1898. Your first and last name? Desmond Green. Can you repeat your last name for me? Green. Okay. Mr. Green, 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. 138 Lutheran Drive, 10- Augusta, Georgia, 10/20/1997. All right. Thank you for the information. It's 30907 is the zip code? Mm-hmm. We have a phone number on file, 706-394-4251. Yes. And your email is your first name G at gmail.com. @g to a gmail account, yes. So we can reinstate your benefits exactly of ha- what you had before, which was dental, life and vision. You said it was dental... Uh, w- what was that? So- Life insurance. Okay. And vision. Uh, what, what I got? You know what I need? I, uh, eyes. I can't really see- You have vision. W- you got the vision plan, the life insurance and dental. Can I get a tissue? I never got, I had the, uh, the vision but they never sent me the card for the dental though. That, um, I'm able to send it to you, but you cannot use it until the benefits are active. Or as a matter of fact, you, um, let's see how long has it been? Well, it hasn't been less than six months, yeah. You can use the same one but you have to wait until the benefits are active again. You say I have to wait 'til when? Wait. So when I reinstate the benefits, you could use the ID card that I will be sending you, but you have to wait until the benefits are active. And it takes about two weeks. Oh, okay. What about the first week? Okay. So, I will be reinstating your dental, life insurance and vision paying \$7.77. Like I said, takes one to two weeks for them to reinstate. Um, we have to receive the first premium from your employer. And I'm gonna email you the dental card, but you have to wait for the benefit to be active before you use it. Otherwise, you're not going to be covered. All right. Can I get, uh, another card for vision too? Yes, sir. It will go to your email. I will e-mail it to you. Um, check your spam and junk mail, it might go there. And it's coming from info@benefitsInacard. Give me, like, a minute or so for you to receive it. Um, the system is a little slow. How do they take out payments?

Conversation Format

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

Speaker speaker_1: Thank you for using Benefits in

Speaker speaker_2: This is Pamela speaking. How may I help you?

Speaker speaker_3: Uh, yes, I was, uh, I was calling to reinstate my...

Speaker speaker_4: If you could reinstate, you would have benefited from it.

Speaker speaker_3: Mm. Uh, to reinstate my benefits.

Speaker speaker_2: Who do you work for, sir?

Speaker speaker_3: Petron, M-A-U.

Speaker speaker_2: Can I have the last four digits of your Social so I can pull up your file?

Speaker speaker_3: 1898.

Speaker speaker_2: Your first and last name?

Speaker speaker_3: Desmond Green.

Speaker speaker_2: Can you repeat your last name for me?

Speaker speaker_3: Green.

Speaker speaker_2: Okay. Mr. Green, 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_3: 138 Lutheran Drive, 10- Augusta, Georgia, 10/20/1997.

Speaker speaker_2: All right. Thank you for the information. It's 30907 is the zip code?

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: We have a phone number on file, 706-394-4251.

Speaker speaker_3: Yes.

Speaker speaker_2: And your email is your first name G at gmail.com.

Speaker speaker_3: @g to a gmail account, yes.

Speaker speaker_2: So we can reinstate your benefits exactly of ha- what you had before, which was dental, life and vision.

Speaker speaker_3: You said it was dental... Uh, w- what was that? So-

Speaker speaker_2: Life insurance.

Speaker speaker_3: Okay.

Speaker speaker_2: And vision.

Speaker speaker_3: Uh, what, what I got? You know what I need? I, uh, eyes. I can't really see-

Speaker speaker_2: You have vision. W- you got the vision plan, the life insurance and dental.

Speaker speaker_4: Can I get a tissue?

Speaker speaker_3: I never got, I had the, uh, the vision but they never sent me the card for the dental though.

Speaker speaker_2: That, um, I'm able to send it to you, but you cannot use it until the benefits are active. Or as a matter of fact, you, um, let's see how long has it been? Well, it hasn't been less than six months, yeah. You can use the same one but you have to wait until the benefits are active again.

Speaker speaker_3: You say I have to wait 'til when?

Speaker speaker_4: Wait.

Speaker speaker_2: So when I reinstate the benefits, you could use the ID card that I will be sending you, but you have to wait until the benefits are active. And it takes about two weeks.

Speaker speaker_3: Oh, okay.

Speaker speaker_4: What about the first week?

Speaker speaker_3: Okay.

Speaker speaker_2: So, I will be reinstating your dental, life insurance and vision paying \$7.77. Like I said, takes one to two weeks for them to reinstate. Um, we have to receive the first premium from your employer. And I'm gonna email you the dental card, but you have to wait for the benefit to be active before you use it. Otherwise, you're not going to be covered.

Speaker speaker_3: All right. Can I get, uh, another card for vision too?

Speaker speaker_2: Yes, sir. It will go to your email. I will e-mail it to you. Um, check your spam and junk mail, it might go there. And it's coming from info@benefitsInacard. Give me, like, a minute or so for you to receive it. Um, the system is a little slow.

Speaker speaker_4: How do they take out payments?