

## **Transcript: Pamela**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card, this is Pamela speaking. How may I help you? I was... Uh, I had a message to call, to activate a card. And... To activate a card? Or, sorry, it said, uh, "a card, you know, to enroll before the window closes." I don't know what that means. Okay. It's... So we are the administrator for the health insurance for Staffing Agency. They're letting you know- Okay. ... that you could enroll in the benefits, or, um- Yeah. I enrolled. You already did? Yeah. Okay. If you already did then you don't have to worry about it. Okay. So they just sent a me- a message, just a reminder. Okay. Yes, because they do go out automatically. So, um- Yeah. You're still probably in, under your 30 days open enrollment. Okay. Now, will there, uh, be a insurance card issued? Yes. The b- the insurance card arrive within seven to 10 days after ben- benefits are active. Okay. Thank you very much. Thank you for giving us a call. All right. Have a great rest of the day. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits Center Card, this is Pamela speaking. How may I help you?

Speaker speaker\_2: I was... Uh, I had a message to call, to activate a card.

Speaker speaker\_1: And... To activate a card?

Speaker speaker\_2: Or, sorry, it said, uh, "a card, you know, to enroll before the window closes." I don't know what that means.

Speaker speaker\_1: Okay. It's... So we are the administrator for the health insurance for Staffing Agency. They're letting you know-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... that you could enroll in the benefits, or, um-

Speaker speaker\_2: Yeah. I enrolled.

Speaker speaker\_1: You already did?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. If you already did then you don't have to worry about it.

Speaker speaker\_2: Okay. So they just sent a me- a message, just a reminder. Okay.

Speaker speaker\_1: Yes, because they do go out automatically. So, um-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: You're still probably in, under your 30 days open enrollment.

Speaker speaker\_2: Okay. Now, will there, uh, be a insurance card issued?

Speaker speaker\_1: Yes. The b- the insurance card arrive within seven to 10 days after ben-  
benefits are active.

Speaker speaker\_2: Okay. Thank you very much.

Speaker speaker\_1: Thank you for giving us a call.

Speaker speaker\_2: All right.

Speaker speaker\_1: Have a great rest of the day.

Speaker speaker\_2: You too. Thank you.