

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Calling Benefits in a Card. This is Pamela speaking. How may I help you? I just got a message from you guys about calling this number over my benefits for my job. Yeah. We are the administrator for health insurance for different staffing agency. What's the name of the agency you work for? Uh, it's Hydro Gear in Princeton. Innovative Staff Solutions. Okay. May I have the last four digits of your social so I could pull up your file? Uh, five three one six. And your first and last name, ma'am? Shelly Preston. Thank you, Ms. Preston. For security reasons and just to make sure we are in the correct file, can we verify your complete address and date of birth? My date of birth is 9/9 of '89, and my address is 200 North Franklin Street, Apartment 213, Princeton, Kentucky, 42445. Thank you. We have a telephone number on file, 270-625-2924 and your email- Okay. ... is your first name.yourlastname.89@gmail.com? Yes, ma'am. Thank you. Let's see. So I see here that you are enrolled in the health benefits. All we're waiting is for the first deduction or premium from your employer for- That should have been done today because my check dropped. Okay. Um, well, it won't reflect in our end until Monday. Um, if, if it does reflect on Monday, then the benefits will be active of Monday. The ID cards take seven to 10 days to arrive, but if you need to use them before that, you could give us a call 72 hours after Monday and we should be able to have ID cards and send you to your email. Okay. Now, um, Ms. Preston, since you selected the life insurance, we do not have a beneficiary for you. Would you like to add them now or call back with their information? Uh, no, ma'am. I'll call back. No problem. Thank you for giving us a call. Is there e- anything else I could do before I let you go? No, ma'am. Like I said, I set it all up whenever I started. I just wanted to make sure. It said to call before the window closed, so I was just making sure I hadn't missed anything. No problem. Thank you for giving us a call, ma'am. Thank you so much. Have a great day.

Conversation Format

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

Speaker speaker_1: Calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: I just got a message from you guys about calling this number over my benefits for my job.

Speaker speaker_1: Yeah. We are the administrator for health insurance for different staffing agency. What's the name of the agency you work for?

Speaker speaker_2: Uh, it's Hydro Gear in Princeton. Innovative Staff Solutions.

Speaker speaker_1: Okay. May I have the last four digits of your social so I could pull up your file?

Speaker speaker_2: Uh, five three one six.

Speaker speaker_1: And your first and last name, ma'am?

Speaker speaker_2: Shelly Preston.

Speaker speaker_1: Thank you, Ms. Preston. For security reasons and just to make sure we are in the correct file, can we verify your complete address and date of birth?

Speaker speaker_2: My date of birth is 9/9 of '89, and my address is 200 North Franklin Street, Apartment 213, Princeton, Kentucky, 42445.

Speaker speaker_1: Thank you. We have a telephone number on file, 270-625-2924 and your email-

Speaker speaker_2: Okay.

Speaker speaker_1: ... is your first name.yourlastname.89@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Thank you. Let's see. So I see here that you are enrolled in the health benefits. All we're waiting is for the first deduction or premium from your employer for-

Speaker speaker_2: That should have been done today because my check dropped.

Speaker speaker_1: Okay. Um, well, it won't reflect in our end until Monday. Um, if, if it does reflect on Monday, then the benefits will be active of Monday. The ID cards take seven to 10 days to arrive, but if you need to use them before that, you could give us a call 72 hours after Monday and we should be able to have ID cards and send you to your email.

Speaker speaker_2: Okay.

Speaker speaker_1: Now, um, Ms. Preston, since you selected the life insurance, we do not have a beneficiary for you. Would you like to add them now or call back with their information?

Speaker speaker_2: Uh, no, ma'am. I'll call back.

Speaker speaker_1: No problem. Thank you for giving us a call. Is there e- anything else I could do before I let you go?

Speaker speaker_2: No, ma'am. Like I said, I set it all up whenever I started. I just wanted to make sure. It said to call before the window closed, so I was just making sure I hadn't missed anything.

Speaker speaker_1: No problem. Thank you for giving us a call, ma'am.

Speaker speaker_2: Thank you so much. Have a great day.