

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits on a Card, this is Pamela speaking. What? Thank you for calling Benefits- Hi. ... on a Card. This is- Hi, sorry. I needed to speak to my staff member. Um, I'm calling on behalf of the Benefits on a, um... from Hamilton/Riker. Yes? I have a question. Where do I have to call, or do I have to fill out the enrollment form and, and get it in by today? Okay. So- As I'm new to this employment. Okay. So, when you get the job, or when they, whoever gets the job, they have 30 days from their first check to enroll in the benefits. Okay. If they haven't started the job, you can still submit the c- uh, the form. We will process it, and then, um, after we process it, if we're missing any information, we'll contact the member and, um, and enroll them. But the benefits won't start until they start the job. And, uh, and we- Okay. I've been here at this company for about two and a half weeks now with, um, Quality and through Hamilton/Riker. Okay. So- And it said that the cutoff- And if- Mm-hmm. Go ahead. Go ahead. So, you've been there for two weeks. Let me pull up your file. Sure. That way, I can tell you when is your deadline. Okay. That would be very great. Let me get the last four digits of your Social. 9474. First and last name? Melinda, last name Mayer. M-A-Y-E-R. Okay. Ms. Mayer, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, my birthday is 5/3/82, and my address is 254 Fairview Street, Paris, Tennessee, 38242. Okay. Um, we have a phone number on file which is 954-263-2233, and your email is motherfucker247@gmail.com? Correct. Right. So, okay, so I see that you were originally ... on file with them back in November, so yes, the cutoff date, it will be today. We're here until eight o'clock Eastern Time. If you want to do it later on in the day, or if you want to do it now, I could help you enroll, if you want to already- I was... Yes, I do. I just need dental benefits. Okay. Wait, just for you? Yes. Okay. So that's \$3.38 per paycheck. Okay. Benefits start the following Monday after we receive the first premium from your employer. Then your ID card will be arriving within seven to ten days after benefits are active. Okay. All right? Is there anything- Okay. ... else I can do for you? No. So I'm going to fill out this paper and bring it to Hamilton/Riker, close to me in Mineral Wells Avenue, or whatever street that is. I'm still new here. No, you don't have- Um- You don't have to do anything. I already enrolled you. Oh, okay. Thank you. I was... I'm so confused with this. I never went through, um, Hamilton/Riker to begin with, so- Okay. ... I appreciate you helping me out. Yeah, no problem. If you want to make changes or add anything, we're here until eight o'clock Eastern Time. Okay. Got it. All right? All right. Thank you for- Okay. Thank you very much. ... coming in today. Have a great weekend. You too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card, this is Pamela speaking.

Speaker speaker_1: What?

Speaker speaker_0: Thank you for calling Benefits-

Speaker speaker_1: Hi.

Speaker speaker_0: ... on a Card. This is-

Speaker speaker_1: Hi, sorry. I needed to speak to my staff member. Um, I'm calling on behalf of the Benefits on a, um... from Hamilton/Riker.

Speaker speaker_0: Yes?

Speaker speaker_1: I have a question. Where do I have to call, or do I have to fill out the enrollment form and, and get it in by today?

Speaker speaker_0: Okay. So-

Speaker speaker_1: As I'm new to this employment.

Speaker speaker_0: Okay. So, when you get the job, or when they, whoever gets the job, they have 30 days from their first check to enroll in the benefits.

Speaker speaker_1: Okay.

Speaker speaker_0: If they haven't started the job, you can still submit the c- uh, the form. We will process it, and then, um, after we process it, if we're missing any information, we'll contact the member and, um, and enroll them. But the benefits won't start until they start the job. And, uh, and we-

Speaker speaker_1: Okay. I've been here at this company for about two and a half weeks now with, um, Quality and through Hamilton/Riker.

Speaker speaker_0: Okay. So-

Speaker speaker_1: And it said that the cutoff-

Speaker speaker_0: And if-

Speaker speaker_1: Mm-hmm. Go ahead.

Speaker speaker_0: Go ahead. So, you've been there for two weeks. Let me pull up your file.

Speaker speaker_1: Sure.

Speaker speaker_0: That way, I can tell you when is your deadline.

Speaker speaker_1: Okay. That would be very great.

Speaker speaker_0: Let me get the last four digits of your Social.

Speaker speaker_1: 9474.

Speaker speaker_0: First and last name?

Speaker speaker_1: Melinda, last name Mayer. M-A-Y-E-R.

Speaker speaker_0: Okay. Ms. Mayer, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Uh, my birthday is 5/3/82, and my address is 254 Fairview Street, Paris, Tennessee, 38242.

Speaker speaker_0: Okay. Um, we have a phone number on file which is 954-263-2233, and your email is motherfucker247@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Right. So, okay, so I see that you were originally ... on file with them back in November, so yes, the cutoff date, it will be today. We're here until eight o'clock Eastern Time. If you want to do it later on in the day, or if you want to do it now, I could help you enroll, if you want to already-

Speaker speaker_1: I was... Yes, I do. I just need dental benefits.

Speaker speaker_0: Okay. Wait, just for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So that's \$3.38 per paycheck.

Speaker speaker_1: Okay.

Speaker speaker_0: Benefits start the following Monday after we receive the first premium from your employer. Then your ID card will be arriving within seven to ten days after benefits are active.

Speaker speaker_1: Okay.

Speaker speaker_0: All right? Is there anything-

Speaker speaker_1: Okay.

Speaker speaker_0: ... else I can do for you?

Speaker speaker_1: No. So I'm going to fill out this paper and bring it to Hamilton/Riker, close to me in Mineral Wells Avenue, or whatever street that is. I'm still new here.

Speaker speaker_0: No, you don't have-

Speaker speaker_1: Um-

Speaker speaker_0: You don't have to do anything. I already enrolled you.

Speaker speaker_1: Oh, okay. Thank you. I was... I'm so confused with this. I never went through, um, Hamilton/Riker to begin with, so-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I appreciate you helping me out.

Speaker speaker_0: Yeah, no problem. If you want to make changes or add anything, we're here until eight o'clock Eastern Time.

Speaker speaker_1: Okay. Got it.

Speaker speaker_0: All right? All right. Thank you for-

Speaker speaker_1: Okay. Thank you very much.

Speaker speaker_0: ... coming in today. Have a great weekend.

Speaker speaker_1: You too.

Speaker speaker_0: Bye.

Speaker speaker_1: Bye-bye.