

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ■■, this is Pamela speaking. How may I help you? Uh, yes, my name is Theron Stewart and I called about a card, benefit card. We are the administrator for health insurance for staffing agency. Um, you would like to enroll in the health benefits, sir? I'm already enrolled in it. Okay, so what you need is your ID card. Yeah, 'cause they... Uh, I called the, uh... Yeah, I work for MAU, they gave me this number to call y'all. Okay. May I have the last four digits of your Social so I can pull up your file? Uh, 7436. Your first and last name? Theron Stewart. T-H-E-R-O-N. Thank you. Mr. Stewart, 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. Okay. Can you- 206- ... please verify? Oh, 20... Uh, 206 9028 Griffin, Georgia 30224. And your date of birth, sir? January 18th, 1978. Thank you. We have a phone number of 743-7588. That's correct. And your email is geraldine8702@gmail.com? That's correct. All right, so let's see. Okay, so I see that you are enrolled, but we have not received a premium from, from your employer so your benefits could start. Uh, that's why we're waiting for your benefits to become effective. There's no pay check ■■ Yeah, she told... Yeah, she told me that once I get my first check ■■, it already started and I got my check like... I got two checks from them already. Okay, but have you seen the discount? I mean, the... What they charging you for the insurance on your pay stub? Uh, no. Okay, so we have not received yet a payment, so we waiting on that for your benefits to start. Oh, okay. We have to receive the first premium in order for your benefits to become effect- active. I mean, when they... Uh, when that's supposed to, uh, start? 'Cause I, I ■■ they told ■■ When MAU send us the payment. Oh, MAU got to send the payment to y'all? Mm-hmm. Yes, sir. Oh, okay. All right. Anything else I can do for you, sir? Yeah, that'll be all for right now. All right, thank you for giving us a call. Have a great rest of the day. You too. Thank you. Yeah.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits ■■, this is Pamela speaking. How may I help you?

Speaker speaker_2: Uh, yes, my name is Theron Stewart and I called about a card, benefit card.

Speaker speaker_1: We are the administrator for health insurance for staffing agency. Um, you would like to enroll in the health benefits, sir?

Speaker speaker_2: I'm already enrolled in it.

Speaker speaker_1: Okay, so what you need is your ID card.

Speaker speaker_2: Yeah, 'cause they... Uh, I called the, uh... Yeah, I work for MAU, they gave me this number to call y'all.

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

Speaker speaker_2: Uh, 7436.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Theron Stewart. T-H-E-R-O-N.

Speaker speaker_1: Thank you. Mr. Stewart, 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: Okay.

Speaker speaker_1: Can you-

Speaker speaker_2: 206-

Speaker speaker_1: ... please verify?

Speaker speaker_2: Oh, 20... Uh, 206 9028 Griffin, Georgia 30224.

Speaker speaker_1: And your date of birth, sir?

Speaker speaker_2: January 18th, 1978.

Speaker speaker_1: Thank you. We have a phone number of 743-7588.

Speaker speaker_2: That's correct.

Speaker speaker_1: And your email is geraldine8702@gmail.com?

Speaker speaker_2: That's correct.

Speaker speaker_1: All right, so let's see. Okay, so I see that you are enrolled, but we have not received a premium from, from your employer so your benefits could start. Uh, that's why we're waiting for your benefits to become effective. There's no pay check ■■

Speaker speaker_3: Yeah, she told... Yeah, she told me that once I get my first check ■■, it already started and I got my check like... I got two checks from them already.

Speaker speaker_1: Okay, but have you seen the discount? I mean, the... What they charging you for the insurance on your pay stub?

Speaker speaker_2: Uh, no.

Speaker speaker_1: Okay, so we have not received yet a payment, so we waiting on that for your benefits to start.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: We have to receive the first premium in order for your benefits to become effect- active.

Speaker speaker_2: I mean, when they... Uh, when that's supposed to, uh, start? 'Cause I, I ■■ they told ■■

Speaker speaker_1: When MAU send us the payment.

Speaker speaker_2: Oh, MAU got to send the payment to y'all?

Speaker speaker_1: Mm-hmm. Yes, sir.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: All right. Anything else I can do for you, sir?

Speaker speaker_2: Yeah, that'll be all for right now.

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

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Yeah.