

Transcript: Pamela

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Full Transcript

Thank you for calling. How may I help you? Hi. Um, I was wondering, wanting to know what benefits I have. Who do you work for, sir? Um, Terra Versella. Okay. May I have the last four digits of your Social? 4042. What was that? Okay. And your first and last name? Exodus Nevaska. Mr. Nevaska, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. My birthday is April 30, 1985. My address is 2610 164th Street Southwest, Apartment A330, Lynnwood, Washington 98087. Thank you for the information. We have a telephone number on file, 616-2527. I mean, 7527. And your email is your first name, last name@gmail.com? Yes. All right. So- Okay. ... um, after... Are you currently working for Versella? Versella. Yes. I'm working for Versella right now. Okay. Because the last, uh, coverage that you had, it was back in February 2nd. Okay. Um- So have, have you experienced the deductions on your payroll? Um, I think, I think there is. Um, so I thought... So this whole time, I thought I was getting coverage, because, um, they told me, or I was told that, um, my coverage will come back when I start, when I start working again 'cause I wasn't working for about a month. Okay. So the, the plan they do not auto reinstate. You have to call us and let us know that you went back to work, because we don't have that information. We don't get that information from your employer. Oh. Okay. But I could... Yeah, what I could do now, I, I could reinstate your benefits if you would like to. Yes. Okay. Um, hold on. Give me one second. Let me do that. It might take about a week or so, maybe one or two weeks for them to become effective again 'cause it, it goes through the same process when you first enroll. Yeah. We send the information to your employer and they'll make the deductions when you, uh, you will be able to... Let me see here. You will be able to use the same ID card because it hasn't been six months. Okay. All right? But just make sure you give us a call. After you see the first deduction, they should start on the following Monday. But, um, make sure you give us a call just to make sure, you know, like, they are active and everything is good to go before you use them. Okay. All right. Is there anything else I could do for you, sir? Yes. Uh, I was wondering, um, do any of my benefits involve MetLife? At the Vision. For the Vision? Yes. Vision is your, uh, MetLife is your provider, your actual carrier. Okay. Um, I guess I'll, I'll call back if I need more information. Um, I think that's all I need. Okay. No problem. Thank you for giving us a call. Have a great rest of the day. Thank you. You too.

Conversation Format

Speaker speaker_0: Thank you for calling. How may I help you?

Speaker speaker_1: Hi. Um, I was wondering, wanting to know what benefits I have.

Speaker speaker_0: Who do you work for, sir?

Speaker speaker_1: Um, Terra Versella.

Speaker speaker_0: Okay. May I have the last four digits of your Social?

Speaker speaker_1: 4042. What was that?

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Exodus Nevaska.

Speaker speaker_0: Mr. Nevaska, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: My birthday is April 30, 1985. My address is 2610 164th Street Southwest, Apartment A330, Lynnwood, Washington 98087.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 616-2527. I mean, 7527. And your email is your first name, last name@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So-

Speaker speaker_1: Okay.

Speaker speaker_0: ... um, after... Are you currently working for Versella?

Speaker speaker_2: Versella.

Speaker speaker_1: Yes. I'm working for Versella right now.

Speaker speaker_0: Okay. Because the last, uh, coverage that you had, it was back in February 2nd.

Speaker speaker_1: Okay. Um-

Speaker speaker_0: So have, have you experienced the deductions on your payroll?

Speaker speaker_1: Um, I think, I think there is. Um, so I thought... So this whole time, I thought I was getting coverage, because, um, they told me, or I was told that, um, my coverage will come back when I start, when I start working again 'cause I wasn't working for about a month.

Speaker speaker_0: Okay. So the, the plan they do not auto reinstate. You have to call us and let us know that you went back to work, because we don't have that information. We don't get that information from your employer.

Speaker speaker_1: Oh. Okay.

Speaker speaker_0: But I could... Yeah, what I could do now, I, I could reinstate your benefits if you would like to.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, hold on. Give me one second. Let me do that. It might take about a week or so, maybe one or two weeks for them to become effective again 'cause it, it goes through the same process when you first enroll.

Speaker speaker_1: Yeah.

Speaker speaker_0: We send the information to your employer and they'll make the deductions when you, uh, you will be able to... Let me see here. You will be able to use the same ID card because it hasn't been six months.

Speaker speaker_1: Okay.

Speaker speaker_0: All right? But just make sure you give us a call. After you see the first deduction, they should start on the following Monday. But, um, make sure you give us a call just to make sure, you know, like, they are active and everything is good to go before you use them.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Is there anything else I could do for you, sir?

Speaker speaker_1: Yes. Uh, I was wondering, um, do any of my benefits involve MetLife?

Speaker speaker_0: At the Vision.

Speaker speaker_1: For the Vision?

Speaker speaker_0: Yes. Vision is your, uh, MetLife is your provider, your actual carrier.

Speaker speaker_1: Okay. Um, I guess I'll, I'll call back if I need more information. Um, I think that's all I need.

Speaker speaker_0: Okay. No problem. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: Thank you. You too.