

## Transcript: Pamela

**Blanc-5489635174301696-5785042018287616**

### Full Transcript

Thank you for calling Benefits and the Card. This is Pamela speaking. How can I help you? Hi, I'm trying to enroll my dad here. And is your dad with you? Yes, he's here with me. And, who does he work for? Who do he work for? He works for WSI. WorkForce Strategies. Mm-hmm. The last four digits of the Social? Daddy, we want your last four digits of your Social. The last four. Six, seven, eight, eight. Six, seven, eight, eight. Your first and last name, sir? Your first and last name. You need to- Peter Abodari. Peter Abodari. E-P-H-O-D-A-G-H-E. E-P-H-O-D-A-G-H-E. Okay. Abodari. All right, Mr. Abodari- Yes. ... for security reasons and to make sure we are in the correct file, I need you to verify your complete address and date of birth. Okay, date of birth, Daddy. 1949, August 16th, 1949. August 16th, 1949. And your mailing address? Your address? Address is 1534 Maple Hollow Street, Southeast Kentwood, Michigan, 49508. Thank you for the information. We have a telephone number of 561-6370-1939. Yes. Okay, so he's already been enrolled and his benefits are pending to start. He's enrolled in VIP classes, vision, perm life, short-term disability and dental. Yes. So the changes we want to make is we want to add my mom under his insurance. Okay, just bear with me. Okay. Bear with me. No problem. I got you so you're not missing anything. All right, so, um... Mm-hmm, sounds okay. All right, let's see. Okay. So... Is that his first- We can enroll her... We can enroll her in dental, live vision and VIP classic, the medical, but he... We cannot add her to the short-term disability. All right? Yes. Yes, I understand. Mm-hmm. Okay. So we're going to add the spouse. . Okay, so the premium will be \$61.36. Okay. All right, now I am going to need your mom's first name. It's your mom's first name. Perpetua. I need you to spell it for me, please. How you spell that? I'm going to spell it. Okay, P-E-L- Okay, B- B as in boy. Puh, P, P. P, P. P-E-L- Okay. ... P-E-T-U-A-M. P-E-L- Same last name? Yes. It's the same last name? Yes, it's the same last name. There is a middle name. I have your Social Security number? No, no middle name. Social Security number, Mummy, yeah. Only the social security number. Of your mother. Yeah. Yeah. Okay. 8040- Okay. 60... What? What? Ma'am, 80- 8040. No, 80- Can you say... Can you tell me numbers? Can, Ma'am, listen to me. Can you give it to me number by number? Okay. Go ahead. 8040-502-171. Okay. And your date of birth? August 9th, 1964. Okay. Thank you for the information. Thank you. Give me one second. I don't know, for some reason this didn't save. Just bear with me, let me double check. Okay. And then there is a middle name. Give me one second. What is the last name? What is the middle name? Give me one second. My system is kind of... It's not working properly. Just bear with me. All right, no problem. I'm so sorry it's taking this long. No, it's okay. Take your time. All right, we're going to have to do it again, your name. May I have the first name again please? So her first name is P-E-R P-E T-U-A-L. It's P, P as in Peter. Okay. Yes. And then the same last name and the Social Security number please? Yes, there's a middle name. Is that unnecessary or no? Okay, go ahead. The middle name is going to be I-N

E-G B-E N-O-S-E. Okay. And what was the date of birth? August 9th, 1954. And what was the date on August? August. August 9th. Okay, that's August what? 9th? August 9th, yes. '64. Yes, '64. And now I need the date of... Uh, the Social. Okay, that will be 840... 840. 50... 50. ... 2171. 2171. Okay. All right. So, all right, I went ahead and add her. I have another question. They have the life insurance. Can you ask him who he wants to be his, um, his beneficiary? Oh, that would be her. Okay. No problem. Is there anything else I could do for you? So my question, my question would be, so this premium will... This originally used to be how much? Um. I think it was 40. For him only it was 32.60. Okay, 32.60, so now it's gonna be 61. Yes. 61 what? Uh, that's approximately 66. Okay, all right. So 61.36, ma'am. Okay, so this is going to be every week or biweekly? Yes, ma'am. Every week. Okay. All right. All right. Thank you. Thank you so much. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and the Card. This is Pamela speaking. How can I help you?

Speaker speaker\_1: Hi, I'm trying to enroll my dad here.

Speaker speaker\_0: And is your dad with you?

Speaker speaker\_1: Yes, he's here with me.

Speaker speaker\_0: And, who does he work for? Who do he work for?

Speaker speaker\_1: He works for WSI. WorkForce Strategies.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: The last four digits of the Social?

Speaker speaker\_1: Daddy, we want your last four digits of your Social. The last four.

Speaker speaker\_3: Six, seven, eight, eight. Six, seven, eight, eight.

Speaker speaker\_0: Your first and last name, sir? Your first and last name. You need to-

Speaker speaker\_3: Peter Abodari. Peter Abodari. E-P-H-O-D-A-G-H-E. E-P-H-O-D-A-G-H-E.

Speaker speaker\_0: Okay.

Speaker speaker\_3: Abodari.

Speaker speaker\_0: All right, Mr. Abodari-

Speaker speaker\_3: Yes.

Speaker speaker\_0: ... for security reasons and to make sure we are in the correct file, I need you to verify your complete address and date of birth. Okay, date of birth, Daddy.

Speaker speaker\_3: 1949, August 16th, 1949. August 16th, 1949.

Speaker speaker\_0: And your mailing address? Your address?

Speaker speaker\_1: Address is 1534 Maple Hollow Street, Southeast Kentwood, Michigan, 49508.

Speaker speaker\_0: Thank you for the information. We have a telephone number of 561-6370-1939.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so he's already been enrolled and his benefits are pending to start. He's enrolled in VIP classes, vision, perm life, short-term disability and dental.

Speaker speaker\_1: Yes. So the changes we want to make is we want to add my mom under his insurance.

Speaker speaker\_0: Okay, just bear with me.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Bear with me.

Speaker speaker\_1: No problem.

Speaker speaker\_2: I got you so you're not missing anything.

Speaker speaker\_0: All right, so, um...

Speaker speaker\_2: Mm-hmm, sounds okay.

Speaker speaker\_0: All right, let's see. Okay. So...

Speaker speaker\_1: Is that his first-

Speaker speaker\_0: We can enroll her... We can enroll her in dental, live vision and VIP classic, the medical, but he... We cannot add her to the short-term disability. All right?

Speaker speaker\_1: Yes. Yes, I understand. Mm-hmm.

Speaker speaker\_0: Okay. So we're going to add the spouse. . Okay, so the premium will be \$61.36.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right, now I am going to need your mom's first name.

Speaker speaker\_1: It's your mom's first name. Perpetua.

Speaker speaker\_0: I need you to spell it for me, please.

Speaker speaker\_2: How you spell that?

Speaker speaker\_1: I'm going to spell it. Okay, P-E-L-

Speaker speaker\_0: Okay, B- B as in boy.

Speaker speaker\_2: Puh, P, P.

Speaker speaker\_1: P, P. P-E-L-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... P-E-T-U-A-M. P-E-L-

Speaker speaker\_0: Same last name?

Speaker speaker\_1: Yes.

Speaker speaker\_0: It's the same last name?

Speaker speaker\_1: Yes, it's the same last name. There is a middle name.

Speaker speaker\_0: I have your Social Security number?

Speaker speaker\_2: No, no middle name.

Speaker speaker\_1: Social Security number, Mummy, yeah. Only the social security number.

Speaker speaker\_0: Of your mother.

Speaker speaker\_1: Yeah. Yeah. Okay. 8040-

Speaker speaker\_0: Okay.

Speaker speaker\_1: 60...

Speaker speaker\_2: What? What?

Speaker speaker\_0: Ma'am, 80-

Speaker speaker\_1: 8040. No, 80-

Speaker speaker\_0: Can you say... Can you tell me numbers? Can, Ma'am, listen to me. Can you give it to me number by number?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: 8040-502-171.

Speaker speaker\_0: Okay. And your date of birth?

Speaker speaker\_1: August 9th, 1964.

Speaker speaker\_0: Okay. Thank you for the information.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Give me one second. I don't know, for some reason this didn't save. Just bear with me, let me double check.

Speaker speaker\_4: Okay.

Speaker speaker\_5: And then there is a middle name.

Speaker speaker\_4: Give me one second.

Speaker speaker\_0: What is the last name?

Speaker speaker\_6: What is the middle name?

Speaker speaker\_0: Give me one second. My system is kind of... It's not working properly. Just bear with me.

Speaker speaker\_4: All right, no problem. I'm so sorry it's taking this long.

Speaker speaker\_5: No, it's okay. Take your time.

Speaker speaker\_0: All right, we're going to have to do it again, your name. May I have the first name again please?

Speaker speaker\_4: So her first name is P-E-R P-E T-U-A-L. It's P, P as in Peter.

Speaker speaker\_0: Okay.

Speaker speaker\_4: Yes.

Speaker speaker\_0: And then the same last name and the Social Security number please?

Speaker speaker\_4: Yes, there's a middle name. Is that unnecessary or no?

Speaker speaker\_0: Okay, go ahead.

Speaker speaker\_4: The middle name is going to be I-N E-G B-E N-O-S-E.

Speaker speaker\_0: Okay. And what was the date of birth?

Speaker speaker\_4: August 9th, 1954.

Speaker speaker\_0: And what was the date on August?

Speaker speaker\_4: August. August 9th.

Speaker speaker\_0: Okay, that's August what? 9th?

Speaker speaker\_4: August 9th, yes.

Speaker speaker\_0: '64.

Speaker speaker\_4: Yes, '64.

Speaker speaker\_0: And now I need the date of... Uh, the Social.

Speaker speaker\_4: Okay, that will be 840...

Speaker speaker\_0: 840.

Speaker speaker\_4: 50...

Speaker speaker\_0: 50.

Speaker speaker\_4: ... 2171.

Speaker speaker\_0: 2171. Okay. All right. So, all right, I went ahead and add her. I have another question. They have the life insurance. Can you ask him who he wants to be his, um, his beneficiary?

Speaker speaker\_4: Oh, that would be her.

Speaker speaker\_0: Okay. No problem. Is there anything else I could do for you?

Speaker speaker\_4: So my question, my question would be, so this premium will... This originally used to be how much?

Speaker speaker\_0: Um.

Speaker speaker\_4: I think it was 40.

Speaker speaker\_0: For him only it was 32.60.

Speaker speaker\_4: Okay, 32.60, so now it's gonna be 61.

Speaker speaker\_0: Yes.

Speaker speaker\_4: 61 what?

Speaker speaker\_0: Uh, that's approximately 66.

Speaker speaker\_4: Okay, all right.

Speaker speaker\_0: So 61.36, ma'am.

Speaker speaker\_4: Okay, so this is going to be every week or biweekly?

Speaker speaker\_0: Yes, ma'am. Every week.

Speaker speaker\_4: Okay. All right. All right.

Speaker speaker\_0: Thank you.

Speaker speaker\_4: Thank you so much. Bye-bye.

Speaker speaker\_6: Bye.