

## **Transcript: Pamela**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you? Uh, yes, this is Dakota Slivey. I'm calling about getting benefits. Who do you work for, sir? Uh, New Vista. That's the name of a staffing agency? Yeah. Well, no, Crowns. Okay. Crown, sorry. May I have the last four digits of your social? 4277. Can you repeat your first and last name for me, please? Dakota Slivey. Mr. Slivey, for security reasons, and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, date of birth is 11/07/2001, and it's either 4296 West Highway 635 or 418 South Main Street. Now, where is this address located? I need the complete address, sir. Oh, Somerset, Kentucky. Thank you. Right. We have a ph- a telephone number of 603-4062. And your email is, um, your last name First name @gmail.com? Yep. Okay. I see that a pending enrollment for the Stay Healthy plan. Yeah. Yeah, I've been, uh... I enrolled for it here, but I still haven't got it yet. Well- Like, I, I enrolled for it November 4th. Yes, but the thing is that, um, you, you could enroll as early as before, uh, starting the job, but it, it won't... The benefit doesn't start until we receive the first premium from your employer when you get your first check. Now, your benefits just became effective today. Um- They become effective today? Today. They started today. Oh, okay. Uh, how do I, how do I get my card? Can you email it to me? I could check if they are generated. Usually, they take about 72 hours to generate in the system, but, um, let me see. If that is not generated today, you could give us a call back, I would say, Friday, Thursday or Friday, and they should be available to us. Um- Okay. Let me double check. Uh, 'cause if you gotta send it in the mail, I just recently moved and I gotta go down there and change my address and everything. Or I could have you change it. Could you do that? We could go ahead and change the address, but the ID card already gonna go to that main street. Um, I would- Yeah, the... I don't have a mailbox there. Like, when I lived there, I didn't even have a mailbox. Okay, just bear with me. Let me check if we have the, the ID card available, and if we are, if we do, I will go ahead and email it to you, and then- Okay, and then I can just... And then I can just print it out. Yeah, and then we'll go ahead and change the address, so we could request a new one to be sent out there. Okay. Let's see. Okay, no, it's not, it's not generated yet. But like I said, you could give us a call back on Thursday, and they should be already available to us in the system. We'll email it to you then, and then you, um, will request the new card to be sent out to the new address that I'm gonna put in the system now. Can you tell me the new address, sir? 2279 Wolf, W-O-L-F, Creek Road, Nancy, Kentucky, 42544. 42544. No apartment number in this address? No, it's a house. Okay. So the physical card does take 10, 7 to 10 days to arrive. Okay, yeah. Now, like I said, give us a call on Fri- Thursday or Friday, and if, if the ID card is generated, we'll go email it to you. Um, it, it should be in... I would say, I would say Friday because of the holiday, um- Okay. ... and we'll Okay. ... email it to you. All right.

Okay. And then you'll just put in there for it to be sent to my new address? Yes, sir. Okay. All righty. I appreciate it. Okay. All right. All right. Anything else I can do for you, sir? No, that is it. All right. Thank you for giving us a call today. Have a great rest of the day. You too. Bye-bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Uh, yes, this is Dakota Slivey. I'm calling about getting benefits.

Speaker speaker\_1: Who do you work for, sir?

Speaker speaker\_2: Uh, New Vista.

Speaker speaker\_1: That's the name of a staffing agency?

Speaker speaker\_2: Yeah. Well, no, Crowns.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Crown, sorry.

Speaker speaker\_1: May I have the last four digits of your social?

Speaker speaker\_2: 4277.

Speaker speaker\_1: Can you repeat your first and last name for me, please?

Speaker speaker\_2: Dakota Slivey.

Speaker speaker\_1: Mr. Slivey, for security reasons, and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_2: Uh, date of birth is 11/07/2001, and it's either 4296 West Highway 635 or 418 South Main Street.

Speaker speaker\_1: Now, where is this address located? I need the complete address, sir.

Speaker speaker\_2: Oh, Somerset, Kentucky.

Speaker speaker\_1: Thank you. Right. We have a ph- a telephone number of 603-4062. And your email is, um, your last name First name @gmail.com?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay. I see that a pending enrollment for the Stay Healthy plan.

Speaker speaker\_2: Yeah. Yeah, I've been, uh... I enrolled for it here, but I still haven't got it yet.

Speaker speaker\_1: Well-

Speaker speaker\_2: Like, I, I enrolled for it November 4th.

Speaker speaker\_1: Yes, but the thing is that, um, you, you could enroll as early as before, uh, starting the job, but it, it won't... The benefit doesn't start until we receive the first premium from your employer when you get your first check. Now, your benefits just became effective today. Um-

Speaker speaker\_2: They become effective today?

Speaker speaker\_1: Today. They started today.

Speaker speaker\_2: Oh, okay. Uh, how do I, how do I get my card? Can you email it to me?

Speaker speaker\_1: I could check if they are generated. Usually, they take about 72 hours to generate in the system, but, um, let me see. If that is not generated today, you could give us a call back, I would say, Friday, Thursday or Friday, and they should be available to us. Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: Let me double check.

Speaker speaker\_2: Uh, 'cause if you gotta send it in the mail, I just recently moved and I gotta go down there and change my address and everything. Or I could have you change it. Could you do that?

Speaker speaker\_1: We could go ahead and change the address, but the ID card already gonna go to that main street. Um, I would-

Speaker speaker\_2: Yeah, the... I don't have a mailbox there. Like, when I lived there, I didn't even have a mailbox.

Speaker speaker\_1: Okay, just bear with me. Let me check if we have the, the ID card available, and if we are, if we do, I will go ahead and email it to you, and then-

Speaker speaker\_2: Okay, and then I can just... And then I can just print it out.

Speaker speaker\_1: Yeah, and then we'll go ahead and change the address, so we could request a new one to be sent out there.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Let's see. Okay, no, it's not, it's not generated yet. But like I said, you could give us a call back on Thursday, and they should be already available to us in the system. We'll email it to you then, and then you, um, will request the new card to be sent out to the new address that I'm gonna put in the system now. Can you tell me the new address, sir?

Speaker speaker\_2: 2279 Wolf, W-O-L-F, Creek Road, Nancy, Kentucky, 42544.

Speaker speaker\_1: 42544. No apartment number in this address?

Speaker speaker\_2: No, it's a house.

Speaker speaker\_1: Okay. So the physical card does take 10, 7 to 10 days to arrive.

Speaker speaker\_2: Okay, yeah.

Speaker speaker\_1: Now, like I said, give us a call on Fri- Thursday or Friday, and if, if the ID card is generated, we'll go email it to you. Um, it, it should be in... I would say, I would say Friday because of the holiday, um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... and we'll

Speaker speaker\_3: Okay.

Speaker speaker\_1: ... email it to you. All right.

Speaker speaker\_2: Okay. And then you'll just put in there for it to be sent to my new address?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. All righty. I appreciate it.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_2: All right.

Speaker speaker\_1: Anything else I can do for you, sir?

Speaker speaker\_2: No, that is it.

Speaker speaker\_1: All right. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker\_2: You too. Bye-bye.