

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits . This is Pamela speaking. How may I help you? Thank you for- I'm sorry, I didn't hear you. Pamela speaking. How may I help you? Um, I'm trying to see what kind of insurance I have, or my benefits and stuff. Who do you work for? Uh, Amber Industries, but I got hired through Priority Personnel. May I have the last four digits of your Social? Um, 7847. 7847? You- I'm sorry? 7847? You said that's- Yes. ... the last four? First and last name? Yes. Melissa Bustos. Miss Bustos, for security reasons and just to make sure we are in the correct file for you, please verify with complete address and date of birth. Um, 62690N of 5024 Rainwood Drive, uh, San Marcos, Texas 78666. All right. We have a phone number on file, 210-727-3425. And your email is your first name, last name 0626@gmail.com. Yes. All right. So, uh, oh, yeah, I spoke to you the last time you called. Right, so what we now- The last time I... I'm sorry, go ahead. You called on the 7th, requesting information about your enrollment? Yes. Yeah. So I did spoke to you. So now we, I see here that, um, we received, um, the enrollment and the, uh, the, uh, is pending to start on the 14th. Now we have to receive- Mm-hmm. ... the premium from your employer in order for them to start on the 14th. And once we say- We have to do what? We need to receive the first payment from your employer before the benefits- Oh, they said they were going to check it out this week. Okay, so which day you get paid ma'am? On Friday? Uh, payday's on Thursdays. Okay, so- But, um, I get my checks early. Okay, so we should be receiving that information during the week, weekend. And the, if we do, then on the 14th, your benefits should be active. Now, I suggest you to give us a call on that Monday just to make sure that we receive it. After we receive the payment, your benefit, your ID card takes seven to 10 days to arrive. And on that week of the 14th, by Thursday, um, if everything works out, um, and we receive the payment, we should have your ID cards available in the system, and we could email you temporary one to your email, while you wait for your physical one. Okay. Okay? Okay. Anything else- I was just checking. No problem. Anything else I can do for you? Uh, no, thank you. All right, thank you for giving us a call. Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits . This is Pamela speaking. How may I help you? Thank you for-

Speaker speaker_1: I'm sorry, I didn't hear you.

Speaker speaker_0: Pamela speaking. How may I help you?

Speaker speaker_1: Um, I'm trying to see what kind of insurance I have, or my benefits and stuff.

Speaker speaker_0: Who do you work for?

Speaker speaker_1: Uh, Amber Industries, but I got hired through Priority Personnel.

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

Speaker speaker_1: Um, 7847.

Speaker speaker_0: 7847? You-

Speaker speaker_1: I'm sorry?

Speaker speaker_0: 7847? You said that's-

Speaker speaker_1: Yes.

Speaker speaker_0: ... the last four? First and last name?

Speaker speaker_1: Yes. Melissa Bustos.

Speaker speaker_0: Miss Bustos, for security reasons and just to make sure we are in the correct file for you, please verify with complete address and date of birth.

Speaker speaker_1: Um, 62690N of 5024 Rainwood Drive, uh, San Marcos, Texas 78666.

Speaker speaker_0: All right. We have a phone number on file, 210-727-3425. And your email is your first name, last name 0626@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So, uh, oh, yeah, I spoke to you the last time you called. Right, so what we now-

Speaker speaker_1: The last time I... I'm sorry, go ahead.

Speaker speaker_0: You called on the 7th, requesting information about your enrollment?

Speaker speaker_1: Yes.

Speaker speaker_0: Yeah. So I did spoke to you. So now we, I see here that, um, we received, um, the enrollment and the, uh, the, uh, is pending to start on the 14th. Now we have to receive-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the premium from your employer in order for them to start on the 14th. And once we say-

Speaker speaker_1: We have to do what?

Speaker speaker_0: We need to receive the first payment from your employer before the benefits-

Speaker speaker_1: Oh, they said they were going to check it out this week.

Speaker speaker_0: Okay, so which day you get paid ma'am? On Friday?

Speaker speaker_1: Uh, payday's on Thursdays.

Speaker speaker_0: Okay, so-

Speaker speaker_1: But, um, I get my checks early.

Speaker speaker_0: Okay, so we should be receiving that information during the week, weekend. And the, if we do, then on the 14th, your benefits should be active. Now, I suggest you to give us a call on that Monday just to make sure that we receive it. After we receive the payment, your benefit, your ID card takes seven to 10 days to arrive. And on that week of the 14th, by Thursday, um, if everything works out, um, and we receive the payment, we should have your ID cards available in the system, and we could email you temporary one to your email, while you wait for your physical one.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Anything else-

Speaker speaker_1: I was just checking.

Speaker speaker_0: No problem. Anything else I can do for you?

Speaker speaker_1: Uh, no, thank you.

Speaker speaker_0: All right, thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too.