

Transcript: Pamela

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Full Transcript

Thank you for choosing Professional Careers. This is Pamela speaking. How may I help you? I can't hear you. Hello? Hi. This is Pamela. How may I help you? I got a question through Wagner, Wagner Company. My name is Davey Aaron. I need to know when is my insurance card is going to be in the mail, or can I use my old insurance card because I got to go to the doctor? Okay. So, um, let me pull up your file so I could give you better information. May I have the last four digits of your Social? 2452. 2452. Can you repeat your name for me, sir? Davey Aaron. Mr. Aaron, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yeah. 62178, it's 531 Mountain Creek Church Road, Northwest 28th Route, Monroe, Georgia 30656. Thank you for the information. We have a phone number on file, 404-268-4989 and your email is daveyaaron41@gmail.com. Yes, ma'am. Okay. Give me one second. Let me check. Okay. So you can use your old ID card, but we have not received- But now what I'm saying- We have not received your premium from, for this week, so the benefits are not active this week. Did you miss a week of work? No, uh, I ain't miss a week of work. I've been working every week because they had it taken off this week. Okay. So maybe it's not showing here yet for any reason. Um, I will need to reach out to the back office to find out why we have... it's not showing in our system. Um, I will need to call you back. Yeah, it's a, they had to take it off last week. Okay, I understand, but it's not showing in our system. And if you use your benefits today, it's not going to show that it's... If they pull up your information, it's going to show that it's not active. So I want to make sure, to make sure that we are going to receive the premium, so that way you are able to use your benefits. But do I need to call my job and ask them why didn't they send the money to me? If you would like to, that will help in a way, and I still have to reach out to my back office. How long will that take? Because I need to go see the doctor. Uh- I'm here now. Usually, usually they don't take too long, but I cannot assure you like how long. Um, is there a specific time to call you back, sir? Uh, anytime. I'm about, I'm going to the doctor right now. I got to go and see the doctor because I'm in my doctor. Like I said, they... it's not showing active at this moment. So unless you want to make the direct payment yourself, um, you could do that. But I cannot assure you if you go today, it's not going to be under N, it's not going to be showing active. Let me call the accounts office and tell them what's going on because this is ridiculous. No problem. No problem. Okay. Anything else I can do for you? No, that's it. Thank you. All right. Thank you.

Conversation Format

Speaker speaker_0: Thank you for choosing Professional Careers. This is Pamela speaking. How may I help you?

Speaker speaker_1: I can't hear you. Hello?

Speaker speaker_0: Hi. This is Pamela. How may I help you?

Speaker speaker_1: I got a question through Wagner, Wagner Company. My name is Davey Aaron. I need to know when is my insurance card is going to be in the mail, or can I use my old insurance card because I got to go to the doctor?

Speaker speaker_0: Okay. So, um, let me pull up your file so I could give you better information. May I have the last four digits of your Social?

Speaker speaker_1: 2452.

Speaker speaker_0: 2452. Can you repeat your name for me, sir?

Speaker speaker_1: Davey Aaron.

Speaker speaker_0: Mr. Aaron, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Yeah. 62178, it's 531 Mountain Creek Church Road, Northwest 28th Route, Monroe, Georgia 30656.

Speaker speaker_0: Thank you for the information. We have a phone number on file, 404-268-4989 and your email is daveyaaron41@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Give me one second. Let me check. Okay. So you can use your old ID card, but we have not received-

Speaker speaker_1: But now what I'm saying-

Speaker speaker_0: We have not received your premium from, for this week, so the benefits are not active this week. Did you miss a week of work?

Speaker speaker_1: No, uh, I ain't miss a week of work. I've been working every week because they had it taken off this week.

Speaker speaker_0: Okay. So maybe it's not showing here yet for any reason. Um, I will need to reach out to the back office to find out why we have... it's not showing in our system. Um, I will need to call you back.

Speaker speaker_1: Yeah, it's a, they had to take it off last week.

Speaker speaker_0: Okay, I understand, but it's not showing in our system. And if you use your benefits today, it's not going to show that it's... If they pull up your information, it's going to show that it's not active. So I want to make sure, to make sure that we are going to receive the premium, so that way you are able to use your benefits.

Speaker speaker_1: But do I need to call my job and ask them why didn't they send the money to me?

Speaker speaker_0: If you would like to, that will help in a way, and I still have to reach out to my back office.

Speaker speaker_1: How long will that take? Because I need to go see the doctor.

Speaker speaker_0: Uh-

Speaker speaker_1: I'm here now.

Speaker speaker_0: Usually, usually they don't take too long, but I cannot assure you like how long. Um, is there a specific time to call you back, sir?

Speaker speaker_1: Uh, anytime. I'm about, I'm going to the doctor right now. I got to go and see the doctor because I'm in my doctor.

Speaker speaker_0: Like I said, they... it's not showing active at this moment. So unless you want to make the direct payment yourself, um, you could do that. But I cannot assure you if you go today, it's not going to be under N, it's not going to be showing active.

Speaker speaker_1: Let me call the accounts office and tell them what's going on because this is ridiculous.

Speaker speaker_0: No problem. No problem.

Speaker speaker_1: Okay.

Speaker speaker_0: Anything else I can do for you?

Speaker speaker_1: No, that's it. Thank you.

Speaker speaker_0: All right. Thank you.