

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Uh, yes, ma'am. I work through Surge and they said that they offer insurance, but it's through y'all. I just had a question. Yes, how may I help you? Um, do y'all offer just dental or is it all together? For you, um, they offer medical as well, but you choose either or, or you could enroll in medical- That's what I'm saying can you just get... Can you only... Can like you just get dental? Yes, ma'am. Yes. Okay. Um, I would like to do the dental, but, um, I'd like to opt out all of the other ones. Sure. And you said shortage, right? Yes, ma'am. Okay. And the last four digits of your social number? 3583. Your first and last name? Ciara Ingram. Usada. Say that again? Can you repeat your last name for me, please? Ingram. I-N-G-R-A-M. I found you. Okay, Ms. Ingram, 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? 12/18/95 17 Valley Brook Drive, Jackson, Tennessee 38301. Thank you for the information. We have a Telus number on file 866-28910006. And your email is pe, p-e, ingram731@gmail.com? Yes. Okay. Thank you. Right, so, uh, Mrs. Ingram, I'm gonna have to send your information to the eligibility department, um, to... So could, they allow me or provide me with the information to enroll you, since I'm not able to see when was your recent hire date and the system won't allow me to enroll you. Um, it takes 24 to 48 hours for them to get back to me. Um, maybe they'll get back to me today or Monday. Is there a specific time to give you a call? Um, no, there's no specific time that you'd have to call. You can call any time. All right. So as soon as I get an answer from them, I'm going to go ahead and give you a call. If they said yes, that you are eligible to enroll, I'm going to proceed and enroll you in the Central and I'm going to call you anyway just to let you know that I went ahead and enrolled you. Okay. And you opted me out of the rest of them, right? Yes, ma'am. Okay. All right. Anything else I can do for you, ma'am? No, ma'am. That's all. All right. Thank you for giving us a call. Have a great rest of the day. You as well. Bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, yes, ma'am. I work through Surge and they said that they offer insurance, but it's through y'all. I just had a question.

Speaker speaker_0: Yes, how may I help you?

Speaker speaker_1: Um, do y'all offer just dental or is it all together?

Speaker speaker_0: For you, um, they offer medical as well, but you choose either or, or you could enroll in medical-

Speaker speaker_1: That's what I'm saying can you just get... Can you only... Can like you just get dental?

Speaker speaker_0: Yes, ma'am. Yes.

Speaker speaker_1: Okay. Um, I would like to do the dental, but, um, I'd like to opt out all of the other ones.

Speaker speaker_0: Sure. And you said shortage, right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And the last four digits of your social number?

Speaker speaker_1: 3583.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Ciara Ingram.

Speaker speaker_0: Usada.

Speaker speaker_1: Say that again?

Speaker speaker_0: Can you repeat your last name for me, please?

Speaker speaker_1: Ingram. I-N-G-R-A-M.

Speaker speaker_0: I found you. Okay, Ms. Ingram, 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_1: 12/18/95 17 Valley Brook Drive, Jackson, Tennessee 38301.

Speaker speaker_0: Thank you for the information. We have a Telus number on file 866-28910006. And your email is pe, p-e, ingram731@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Thank you. Right, so, uh, Mrs. Ingram, I'm gonna have to send your information to the eligibility department, um, to... So could, they allow me or provide me with the information to enroll you, since I'm not able to see when was your recent hire date and the system won't allow me to enroll you. Um, it takes 24 to 48 hours for them to get back to me. Um, maybe they'll get back to me today or Monday. Is there a specific time to give you a call?

Speaker speaker_1: Um, no, there's no specific time that you'd have to call. You can call any time.

Speaker speaker_0: All right. So as soon as I get an answer from them, I'm going to go ahead and give you a call. If they said yes, that you are eligible to enroll, I'm going to proceed and enroll you in the Central and I'm going to call you anyway just to let you know that I went ahead and enrolled you.

Speaker speaker_1: Okay. And you opted me out of the rest of them, right?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Anything else I can do for you, ma'am?

Speaker speaker_1: No, ma'am. That's all.

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

Speaker speaker_1: You as well. Bye-bye.