

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Center Part, this is Pamela speaking. How may I help you? Yeah, uh, I was trying to re-register for my benefits. You would like to register for the health insurance? Yeah. Who do you work for? Seasons Four, well I mean, MAU. May I have the last four digits of your social? 3593. 3593, and your first and last name? Mm-hmm. Hello? Sir? Michael Wormeley. Can you hear me? Yep, uh, Michael Wormeley, you said? Yeah. Mr. Wormeley, for security reason, just to verify, can you please verify your complete address and date of birth? 281 Magnolia Drive, Douglasville, Georgia 30134. And June 17th, 2001. Thank you for the information. We have a telephone number on file which is 678-4687... 2733 and your email is therealbigmike@gmail.com? Yeah. All right. And do you want to make changes to the plan that you already have? No. I just ... put it on there. It will, it will, um, roll over as it is and you could keep using the same ID card. Okay. And, uh, do you know like- You can also ... Yeah, do you know, like, what type of, um, like, dentist offices I can go to? Like, what is the car cover, I mean, the card cover? Okay, so do you receive your ID card for the dental? You said what? Do you receive the ID card for your dental coverage? Yeah. Okay, so on the card is a telephone number for Carrington. That's the number you call to find out which ones are around your area, to find the- Okay. ... providers in your area. All right? Hello. Anything else, sir? No, no, that's it. Thank you for giving us a call today. Have a great rest of the day, sir.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Part, this is Pamela speaking. How may I help you?

Speaker speaker_1: Yeah, uh, I was trying to re-register for my benefits.

Speaker speaker_0: You would like to register for the health insurance?

Speaker speaker_1: Yeah.

Speaker speaker_0: Who do you work for?

Speaker speaker_1: Seasons Four, well I mean, MAU.

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

Speaker speaker_1: 3593.

Speaker speaker_0: 3593, and your first and last name?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Hello? Sir?

Speaker speaker_1: Michael Wormeley. Can you hear me?

Speaker speaker_0: Yep, uh, Michael Wormeley, you said?

Speaker speaker_1: Yeah.

Speaker speaker_0: Mr. Wormeley, for security reason, just to verify, can you please verify your complete address and date of birth?

Speaker speaker_1: 281 Magnolia Drive, Douglasville, Georgia 30134. And June 17th, 2001.

Speaker speaker_0: Thank you for the information. We have a telephone number on file which is 678-4687... 2733 and your email is therealbigmike@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. And do you want to make changes to the plan that you already have?

Speaker speaker_1: No. I just

Speaker speaker_2: ... put it on there.

Speaker speaker_0: It will, it will, um, roll over as it is and you could keep using the same ID card.

Speaker speaker_1: Okay. And, uh, do you know like-

Speaker speaker_0: You can also ...

Speaker speaker_1: Yeah, do you know, like, what type of, um, like, dentist offices I can go to? Like, what is the car cover, I mean, the card cover?

Speaker speaker_0: Okay, so do you receive your ID card for the dental?

Speaker speaker_1: You said what?

Speaker speaker_0: Do you receive the ID card for your dental coverage?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so on the card is a telephone number for Carrington. That's the number you call to find out which ones are around your area, to find the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... providers in your area. All right?

Speaker speaker_1: Hello.

Speaker speaker_0: Anything else, sir?

Speaker speaker_1: No, no, that's it.

Speaker speaker_0: Thank you for giving us a call today. Have a great rest of the day, sir.