

Transcript: Pamela

Blanc-5710953957867520-5542980404166656

Full Transcript

Hello? Yes. How may I help you? I can't really hear you. Can you hear me better now? Yeah, yeah. Hello. Um, my name is Yamil Santos and I, uh, just enrolled with you guys. And, um, I just wanna know if, um, my insurance kicked in. Like- And who do you work for, sir? Westport Axon. Axoyd? Focus. Focus? Okay. And the last four digits of your Social Security number? 1427. Okay. Can you repeat your last name for me, please? Santos Rivera. Mm-hmm. I don't know if they have both of them or just Santos. And your first name says Yamil? Yep, with a Y. Mm-hmm. Okay, Mr. Santos, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. My address is 1116 West Maple Street, 18102, and my birthday is 06/01/97. And what's this, uh, the location of your address? I need the complete information, please. Allentown, Pennsylvania. 180... 102 zip code? Yeah, 18... 102. Thank you for the information. We have a telephone number on file, 929-720-0088, and you emailed your first name dot, your last name, 9... with a extra s, 9790 at Yahoo. I mean, sorry, it's email dot com. Yeah. Okay. But I don't see any enrollment here for you, sir. Um- I, I had just enrolled. I just didn't know if it kicked in or if it's gonna kick in later. Okay, if you just enroll, it usually takes about one to two weeks for it to kick in. But we haven't received the enrollment yet. So it might take about three weeks by the time, um, we get it. Okay. Uh, would I be getting like an email or, or cards? Like insurance cards or- When after we receive the first premium from your employer after you are enrolled. Um, the ID card takes seven to 10 days to arrive in the mail. And, um- Okay. ... and the benefits starts the following Monday after we receive the first premium. Okay. Um, and then is it... 'cause I have a fam... and so this is for the family, is do I get separate cards or it's just, just one? You will get your card under your name plus family. If you need extra, you could give us a call after the benefits are active and we could send you tem- uh, to your email. Oh. Okay. Digital copies. All right. Anything else I can do for you, sir? Okay. No. That's it. No, that's it, that's all I wanted to know. All right. Thank you for giving us a call. Have a great rest of the day. Okay. Thank you. All right.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: Yes. How may I help you?

Speaker speaker_0: I can't really hear you.

Speaker speaker_1: Can you hear me better now?

Speaker speaker_0: Yeah, yeah. Hello. Um, my name is Yamil Santos and I, uh, just enrolled with you guys. And, um, I just wanna know if, um, my insurance kicked in. Like-

Speaker speaker_1: And who do you work for, sir?

Speaker speaker_0: Westport Axon.

Speaker speaker_1: Axoyd?

Speaker speaker_0: Focus.

Speaker speaker_1: Focus? Okay. And the last four digits of your Social Security number?

Speaker speaker_0: 1427.

Speaker speaker_1: Okay. Can you repeat your last name for me, please?

Speaker speaker_0: Santos Rivera.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I don't know if they have both of them or just Santos.

Speaker speaker_1: And your first name says Yamil?

Speaker speaker_0: Yep, with a Y.

Speaker speaker_1: Mm-hmm. Okay, Mr. Santos, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_0: My address is 1116 West Maple Street, 18102, and my birthday is 06/01/97.

Speaker speaker_1: And what's this, uh, the location of your address? I need the complete information, please.

Speaker speaker_0: Allentown, Pennsylvania.

Speaker speaker_1: 180... 102 zip code?

Speaker speaker_0: Yeah, 18... 102.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 929-720-0088, and you emailed your first name dot, your last name, 9... with a extra s, 9790 at Yahoo. I mean, sorry, it's email dot com.

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay. But I don't see any enrollment here for you, sir. Um-

Speaker speaker_0: I, I had just enrolled. I just didn't know if it kicked in or if it's gonna kick in later.

Speaker speaker_1: Okay, if you just enroll, it usually takes about one to two weeks for it to kick in. But we haven't received the enrollment yet. So it might take about three weeks by the

time, um, we get it.

Speaker speaker_0: Okay. Uh, would I be getting like an email or, or cards? Like insurance cards or-

Speaker speaker_1: When after we receive the first premium from your employer after you are enrolled. Um, the ID card takes seven to 10 days to arrive in the mail. And, um-

Speaker speaker_0: Okay.

Speaker speaker_1: ... and the benefits starts the following Monday after we receive the first premium.

Speaker speaker_0: Okay. Um, and then is it... 'cause I have a fam... and so this is for the family, is do I get separate cards or it's just, just one?

Speaker speaker_1: You will get your card under your name plus family. If you need extra, you could give us a call after the benefits are active and we could send you tem- uh, to your email.

Speaker speaker_0: Oh. Okay.

Speaker speaker_1: Digital copies. All right. Anything else I can do for you, sir?

Speaker speaker_0: Okay. No. That's it. No, that's it, that's all I wanted to know.

Speaker speaker_1: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_0: Okay. Thank you.

Speaker speaker_1: All right.