

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits for Dental Card. This is Pamela speaking. How may I help you? How you doing? My name is Fitzgerald Sumpter. I'm calling to see if I can enroll into the benefits for dental. And who do you work for, sir? Li- Lingo Staffing. Lingo? Yes, ma'am. Give me one second. And the last four digits of your Social, sir? 7486. Your first and last name. Fitzgerald Sumpter. Mr. Sumpter, 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? 9900 South Tryon Street, Charlotte, North Carolina, 28273. My birthday is 3-24-1972. Thank you for the information. We have a telephone number on file, 0- 980-312-1150. Mm-hmm. All right. And by any chance you know which plan would you like to enroll to? Dental. All right. The dental is five dollars and forty cents per paycheck. Um, let's see. The benefits start the following Monday after we receive the first premium from your employer's annual ID card will be arriving within seven to 10 days after the benefits are active. Okay. All right. Hey, is that the only plan I could... Is there, is there any extensive plan? I want the full plan, whatever you got, the best one. For dental? Yeah. They only have one tier. They only have one tier- And what that... And, and when- whenever I, I can go see a dentist as soon as you get the first payment? The following Monday when the benefits are active, you should give us a call just to make sure we receive it and that your benefits are active. We could provide you with the policy number as it's generated and then you will... Yeah, you could see your doctor's, uh, I mean, sir, your dentist. Okay then. Thank you, ma'am, very much. No problem. Is there anything else I could do for you, sir? No, ma'am. No, ma'am. I love you. You have a nice day, sweetheart. You too, sir. Thank you. Have a great rest of the day. Bye-bye, baby.

Conversation Format

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

Speaker speaker_1: How you doing? My name is Fitzgerald Sumpter. I'm calling to see if I can enroll into the benefits for dental.

Speaker speaker_0: And who do you work for, sir?

Speaker speaker_1: Li- Lingo Staffing.

Speaker speaker_0: Lingo?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Give me one second. And the last four digits of your Social, sir?

Speaker speaker_1: 7486.

Speaker speaker_0: Your first and last name.

Speaker speaker_1: Fitzgerald Sumpter.

Speaker speaker_0: Mr. Sumpter, 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: 9900 South Tryon Street, Charlotte, North Carolina, 28273. My birthday is 3-24-1972.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 0-980-312-1150.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right. And by any chance you know which plan would you like to enroll to?

Speaker speaker_1: Dental.

Speaker speaker_0: All right. The dental is five dollars and forty cents per paycheck. Um, let's see. The benefits start the following Monday after we receive the first premium from your employer's annual ID card will be arriving within seven to 10 days after the benefits are active.

Speaker speaker_1: Okay.

Speaker speaker_0: All right.

Speaker speaker_1: Hey, is that the only plan I could... Is there, is there any extensive plan? I want the full plan, whatever you got, the best one.

Speaker speaker_0: For dental?

Speaker speaker_1: Yeah.

Speaker speaker_0: They only have one tier. They only have one tier-

Speaker speaker_1: And what that... And, and when- whenever I, I can go see a dentist as soon as you get the first payment?

Speaker speaker_0: The following Monday when the benefits are active, you should give us a call just to make sure we receive it and that your benefits are active. We could provide you with the policy number as it's generated and then you will... Yeah, you could see your doctor's, uh, I mean, sir, your dentist.

Speaker speaker_1: Okay then. Thank you, ma'am, very much.

Speaker speaker_0: No problem. Is there anything else I could do for you, sir?

Speaker speaker_1: No, ma'am. No, ma'am. I love you. You have a nice day, sweetheart.

Speaker speaker_0: You too, sir. Thank you. Have a great rest of the day.

Speaker speaker_1: Bye-bye, baby.