

Transcript: Pamela

Blanc-5814699747753984-6243420765995008

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Authority. This is Pamela speaking, how may I help you? Yes, uh, I'm calling to do my re-enrollment. Who do you work for, ma'am? Uh, Maui, M-A-U. Can I have the last four digits of your Social, please? 2788. 2788, your first and last name? Um, Edwige D'Onville. Can you repeat the stuff for me? I could barely hear you, ma'am. Oh, Edwige D'Onville. Hello? Yes, I'm looking- Okay. ... over your file. Okay. H- Havit Soma- Somanu. Who? I'm trying to see if that's your, um... And you said the last four is 2788? Yes. How you spell your last name? Just Onvil? How you spell your last name? Oh, D, um, D as in dog, E as in Edward, S as in Sam. R, oh, R as in, uh, R, okay, R-O-N, V as in Victor, I-L. All right, ma'am. Okay, thank you. We have a telephone number on file which is, uh... Sorry. Let me get this. Can you please verify your complete address and date of birth? 7927 St. Ives Road, Apartment 908, North Charleston- Mm-hmm. ... South Carolina 29406. You said date of birth? Yes, ma'am. 3/16/78. Thank you for the information. We have a telephone number on file 239-355-3675. Correct. And your email is your last name, your first name at gmail.com. Yeah, lastnamefirstname38@gmail.com. Yeah, last name, first name and 38. So, when we, um... I think you are ready to enroll, ma'am. Yeah. Okay, uh- No, we want to re-enroll because we got that email saying that we have 17 days. Okay, so you already enrolled, you want to make changes or keep everything as it is? Uh, keep everything as it is, um, let's see. Uh, I have life insurance, right? Yes, ma'am. Let me answer this, um, life insurance. Is it, what is the plan? Is it a family, for just for me or it's a family plan? You have family plan. Everything you have is for- Okay, yeah. ... that, for family. What is that? Everything that you are enrolled is for family. Family, yes, okay. Yeah, so that's, that's all. Okay. Anything else I- Yes. ... can do for you? That's all, thank you for your time. Thank you. Thank you. Sorry for the inconvenience not being able to hear you well. No, no problem. Thank you very much. Have a good day. Okay. Be safe. All right. You too, ma'am. Take care. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and Authority. This is Pamela speaking, how may I help you?

Speaker speaker_2: Yes, uh, I'm calling to do my re-enrollment.

Speaker speaker_1: Who do you work for, ma'am?

Speaker speaker_2: Uh, Maui, M-A-U.

Speaker speaker_1: Can I have the last four digits of your Social, please?

Speaker speaker_2: 2788.

Speaker speaker_1: 2788, your first and last name?

Speaker speaker_2: Um, Edwige D'Onville.

Speaker speaker_1: Can you repeat the stuff for me? I could barely hear you, ma'am.

Speaker speaker_2: Oh, Edwige D'Onville.

Speaker speaker_1: Hello? Yes, I'm looking-

Speaker speaker_2: Okay.

Speaker speaker_1: ... over your file. Okay. H- Havit Soma- Somanu.

Speaker speaker_2: Who?

Speaker speaker_1: I'm trying to see if that's your, um... And you said the last four is 2788?

Speaker speaker_2: Yes.

Speaker speaker_1: How you spell your last name?

Speaker speaker_2: Just Onvil?

Speaker speaker_1: How you spell your last name?

Speaker speaker_2: Oh, D, um, D as in dog, E as in Edward, S as in Sam. R, oh, R as in, uh, R, okay, R-O-N, V as in Victor, I-L.

Speaker speaker_1: All right, ma'am. Okay, thank you. We have a telephone number on file which is, uh... Sorry. Let me get this. Can you please verify your complete address and date of birth?

Speaker speaker_2: 7927 St. Ives Road, Apartment 908, North Charleston-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... South Carolina 29406. You said date of birth?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: 3/16/78.

Speaker speaker_1: Thank you for the information. We have a telephone number on file 239-355-3675.

Speaker speaker_2: Correct.

Speaker speaker_1: And your email is your last name, your first name at gmail.com.

Speaker speaker_2: Yeah, lastnamefirstname38@gmail.com. Yeah, last name, first name and 38.

Speaker speaker_1: So, when we, um... I think you are ready to enroll, ma'am.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, uh-

Speaker speaker_2: No, we want to re-enroll because we got that email saying that we have 17 days.

Speaker speaker_1: Okay, so you already enrolled, you want to make changes or keep everything as it is?

Speaker speaker_2: Uh, keep everything as it is, um, let's see. Uh, I have life insurance, right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Let me answer this, um, life insurance. Is it, what is the plan? Is it a family, for just for me or it's a family plan?

Speaker speaker_1: You have family plan. Everything you have is for-

Speaker speaker_2: Okay, yeah.

Speaker speaker_1: ... that, for family.

Speaker speaker_2: What is that?

Speaker speaker_1: Everything that you are enrolled is for family.

Speaker speaker_2: Family, yes, okay. Yeah, so that's, that's all.

Speaker speaker_1: Okay. Anything else I-

Speaker speaker_2: Yes.

Speaker speaker_1: ... can do for you?

Speaker speaker_2: That's all, thank you for your time. Thank you.

Speaker speaker_1: Thank you. Sorry for the inconvenience not being able to hear you well.

Speaker speaker_2: No, no problem. Thank you very much. Have a good day.

Speaker speaker_1: Okay.

Speaker speaker_2: Be safe. All right.

Speaker speaker_1: You too, ma'am.

Speaker speaker_2: Take care. Bye.