

## Transcript: Pamela

**Blanc-5864382544166912-6671071556091904**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hi, I was calling to enroll. Who do you work for, ma'am? What? Who do you work for? Associated Staffing in Columbus, Nebraska. Okay. May I have the last four digits of the Social? 4965. Your first and last name? Stacy Segura. Give me one sec. Mm-hmm. And, um, you said the last four is 4965? Yes. Associated. When did you start working for them? Monday. Okay. Is it too early? Well, we usually receive the paperwork from the staffing agency, like, a week after you start working. If you would like, we can- Oh, okay. So... Go ahead. If you would like, we'll go, go ahead and create your file, if you're willing to provide your personal information. If not- Sure. ... I would like to give us, to call back on Monday and we should have your information in the system. Otherwise, I can go ahead and do it now? Yeah. We'll go, we, we'll go- Yeah, okay. I'll go ahead- ... ahead and do it now while I'm on the phone. Okay. Just give me... Let me get to that page. This time, I'm going to need your whole Social Security number, ma'am. Okay. 524-25-4965. I'm going to read it back to you, just to make sure I have it correct. Um... System today is going crazy. 524-25-4965. Yeah. And... I'm so sorry. This is... It's okay. Okay. Now, I'm going to need, again, your first and last name, just to ensure I have it correct. Stacy Segura. My last name is spelled S-E-G, as in girl, U-R-A. First name is S-T-A-C-Y. All right. Stacy Segura. Yeah. And your date of birth? 11/29/77. Emailing address? It's 1570 29th Avenue, Columbus, Nebraska, 68601, apartment one. Okay. Can you repeat the ZIP code for me again? 68601. Thank you. Mm-hmm. Is the telephone number you're calling a good number to reach you? Yes. 402-615-0548. Do you have an email- Mm-hmm. ... that you would like to provide? Yeah. SSegura970@icloud.com. And have you seen the benefit guide, Ms. Segura? Oh, well. No. No? Okay, let's see if they have it available to us so I could send it to you. Have VIP. They have two medical plan, the vision and behavioral health. I'm sorry, what was that? So they have four med- two medical plans, um, and vision and behavioral health. That's what they're offering. But I want to double check because they... I don't have the benefit guide. Just bear with me. Let me see if it's available- Okay. ... that email it to you. Hello? Ms. Segura? Can you hear me? I'm sorry, I can't hear you. Ms. Segura, can you hear me? Yes. Yeah, I can hear you now. Okay. So, the reason why we don't have yet the benefit guide is because the open enrollment doesn't start until the 16th. Oh, okay. So I have to call back? Yes. But at least, yeah, we already have your file. Next time you call, we say, it's the last four digits of your social, the name of the company, the staffing agent, and we'll pull up your file, and it will be less time that you have to wait. Okay. Okay. All right? All right. Sounds good. Thank you. And if you do have any other questions or concerns, just give us a call. Okay. Is there any other information you needed from me? No. Not at this time. Okay. Unless when you ready to... when we able to enroll you. If you want to- Yeah. ... enroll your spouse,

your child, or the whole family, you will need their first, last name, date of birth, and Social Security number. Okay. Sounds good. Thank you very much. Thank you for giving us a call. So... Oh, yeah, I do have a question. Uh-huh. Mm-hmm. Go ahead. I'm sorry. Um, so when I enroll, do my benefits start that day? No. Uh, the benefits will start at the first week of January. January? Okay. Mm-hmm. All right, thank you. Mm, thank you for giving us a call. All right, mm-hmm. Have a great rest of the day. You too. Bye. 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 in a Car. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hi, I was calling to enroll.

Speaker speaker\_1: Who do you work for, ma'am?

Speaker speaker\_2: What?

Speaker speaker\_1: Who do you work for?

Speaker speaker\_2: Associated Staffing in Columbus, Nebraska.

Speaker speaker\_1: Okay. May I have the last four digits of the Social?

Speaker speaker\_2: 4965.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Stacy Segura.

Speaker speaker\_1: Give me one sec. Mm-hmm. And, um, you said the last four is 4965?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Associated. When did you start working for them?

Speaker speaker\_2: Monday.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Is it too early?

Speaker speaker\_1: Well, we usually receive the paperwork from the staffing agency, like, a week after you start working. If you would like, we can-

Speaker speaker\_2: Oh, okay. So... Go ahead.

Speaker speaker\_1: If you would like, we'll go, go ahead and create your file, if you're willing to provide your personal information. If not-

Speaker speaker\_2: Sure.

Speaker speaker\_1: ... I would like to give us, to call back on Monday and we should have your information in the system.

Speaker speaker\_2: Otherwise, I can go ahead and do it now?

Speaker speaker\_1: Yeah. We'll go, we, we'll go-

Speaker speaker\_2: Yeah, okay. I'll go ahead-

Speaker speaker\_1: ... ahead and do it now while I'm on the phone. Okay. Just give me... Let me get to that page. This time, I'm going to need your whole Social Security number, ma'am.

Speaker speaker\_2: Okay. 524-25-4965.

Speaker speaker\_1: I'm going to read it back to you, just to make sure I have it correct. Um... System today is going crazy. 524-25-4965.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And... I'm so sorry. This is...

Speaker speaker\_2: It's okay.

Speaker speaker\_1: Okay. Now, I'm going to need, again, your first and last name, just to ensure I have it correct.

Speaker speaker\_2: Stacy Segura. My last name is spelled S-E-G, as in girl, U-R-A. First name is S-T-A-C-Y.

Speaker speaker\_1: All right. Stacy Segura.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 11/29/77.

Speaker speaker\_1: Emailing address?

Speaker speaker\_2: It's 1570 29th Avenue, Columbus, Nebraska, 68601, apartment one.

Speaker speaker\_1: Okay. Can you repeat the ZIP code for me again?

Speaker speaker\_2: 68601.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Is the telephone number you're calling a good number to reach you?

Speaker speaker\_2: Yes.

Speaker speaker\_1: 402-615-0548. Do you have an email-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... that you would like to provide?

Speaker speaker\_2: Yeah. SSegura970@icloud.com.

Speaker speaker\_1: And have you seen the benefit guide, Ms. Segura?

Speaker speaker\_3: Oh, well.

Speaker speaker\_2: No.

Speaker speaker\_1: No? Okay, let's see if they have it available to us so I could send it to you. Have VIP. They have two medical plan, the vision and behavioral health.

Speaker speaker\_2: I'm sorry, what was that?

Speaker speaker\_1: So they have four med- two medical plans, um, and vision and behavioral health. That's what they're offering. But I want to double check because they... I don't have the benefit guide. Just bear with me. Let me see if it's available-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... that email it to you. Hello? Ms. Segura? Can you hear me?

Speaker speaker\_4: I'm sorry, I can't hear you.

Speaker speaker\_1: Ms. Segura, can you hear me?

Speaker speaker\_4: Yes. Yeah, I can hear you now.

Speaker speaker\_1: Okay. So, the reason why we don't have yet the benefit guide is because the open enrollment doesn't start until the 16th.

Speaker speaker\_4: Oh, okay. So I have to call back?

Speaker speaker\_1: Yes. But at least, yeah, we already have your file. Next time you call, we say, it's the last four digits of your social, the name of the company, the staffing agent, and we'll pull up your file, and it will be less time that you have to wait.

Speaker speaker\_4: Okay. Okay.

Speaker speaker\_1: All right? All right.

Speaker speaker\_4: Sounds good. Thank you.

Speaker speaker\_1: And if you do have any other questions or concerns, just give us a call.

Speaker speaker\_4: Okay. Is there any other information you needed from me?

Speaker speaker\_1: No. Not at this time.

Speaker speaker\_4: Okay.

Speaker speaker\_1: Unless when you ready to... when we able to enroll you. If you want to-

Speaker speaker\_4: Yeah.

Speaker speaker\_1: ... enroll your spouse, your child, or the whole family, you will need their first, last name, date of birth, and Social Security number.

Speaker speaker\_4: Okay. Sounds good. Thank you very much.

Speaker speaker\_1: Thank you for giving us a call.

Speaker speaker\_4: So... Oh, yeah, I do have a question.

Speaker speaker\_1: Uh-huh. Mm-hmm. Go ahead.

Speaker speaker\_4: I'm sorry. Um, so when I enroll, do my benefits start that day?

Speaker speaker\_1: No. Uh, the benefits will start at the first week of January.

Speaker speaker\_4: January? Okay.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_4: All right, thank you.

Speaker speaker\_1: Mm, thank you for giving us a call.

Speaker speaker\_4: All right, mm-hmm.

Speaker speaker\_1: Have a great rest of the day.

Speaker speaker\_4: You too. Bye.

Speaker speaker\_1: Bye.