

Transcript: Pamela

Blanc-5875197119217664-6153989553307648

Full Transcript

Thank you for calling Benefits in a Card. This is Sandra speaking. How may I help you? Hello, ma'am. Good morning or good afternoon. I could barely hear you, sir. Yeah. This is Rolly Almazan. How may I help you? Uh, they sent me a text, the, the benefits for the... They said they expired my card this coming October 5th, uh, May 5th. So, we are the, we are the administrator for health insurance. What's that? We are the administrator for health insurance for staffing agency. How can I enroll again that one? Who do you work for? A writer in, uh, Reno in Tesla. The name of the staffing agency. Agency, uh, Superior Skilled Trades. Okay. Oh, they are under open enrollment. May I have the last four digits of your Social so I can pull up your file? 0595. Can you say your na- your last name again, sir? What is next? Your last name. Almazan. Rolly Almazan. Okay, Mr. Almazan? Yes. 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? 11784 De La Luna Street, Las Vegas, Nevada 89183. Okay. What was the date of birth? I didn't hear it, sorry. 11784 De La Luna Street, Las Vegas, Nevada 89183. Your date of birth, sir. Oh, date of birth. April 2, 1980. Thank you for the information. Um, we have a phone number on file, 702- Yes. ... 3552957. Yes, ma'am. The email is margaret@0304@gmail.com. Yes, ma'am. I see that you are enrolled in the health benefits, sir. Your benefits just became effective yesterday. No, I'm sorry, on Monday the 5th. Yeah. You should be receiving your ID card sometime next week. You are enrolled for vision, dental and the medical. Uh-huh. Oh, okay. I will receive it in my house, right? Yes, sir. In the address we have the file. Yeah, thank you. Yeah, thank you so much. All right. Anything else I can do for you, sir? No, I'm good. Thank you. Appreciate this. Thank you. Thank you for giving us a call. Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Sandra speaking. How may I help you?

Speaker speaker_1: Hello, ma'am. Good morning or good afternoon.

Speaker speaker_0: I could barely hear you, sir.

Speaker speaker_1: Yeah. This is Rolly Almazan.

Speaker speaker_0: How may I help you?

Speaker speaker_1: Uh, they sent me a text, the, the benefits for the... They said they expired my card this coming October 5th, uh, May 5th.

Speaker speaker_0: So, we are the, we are the administrator for health insurance.

Speaker speaker_1: What's that?

Speaker speaker_0: We are the administrator for health insurance for staffing agency.

Speaker speaker_1: How can I enroll again that one?

Speaker speaker_0: Who do you work for?

Speaker speaker_1: A writer in, uh, Reno in Tesla.

Speaker speaker_0: The name of the staffing agency.

Speaker speaker_1: Agency, uh, Superior Skilled Trades.

Speaker speaker_0: Okay. Oh, they are under open enrollment. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: 0595.

Speaker speaker_0: Can you say your na- your last name again, sir?

Speaker speaker_1: What is next?

Speaker speaker_0: Your last name.

Speaker speaker_1: Almazan. Rolly Almazan.

Speaker speaker_0: Okay, Mr. Almazan?

Speaker speaker_1: Yes.

Speaker speaker_0: 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: 11784 De La Luna Street, Las Vegas, Nevada 89183.

Speaker speaker_0: Okay. What was the date of birth? I didn't hear it, sorry.

Speaker speaker_1: 11784 De La Luna Street, Las Vegas, Nevada 89183.

Speaker speaker_0: Your date of birth, sir.

Speaker speaker_1: Oh, date of birth. April 2, 1980.

Speaker speaker_0: Thank you for the information. Um, we have a phone number on file, 702-

Speaker speaker_1: Yes.

Speaker speaker_0: ... 3552957.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: The email is margaret@0304@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: I see that you are enrolled in the health benefits, sir. Your benefits just became effective yesterday. No, I'm sorry, on Monday the 5th.

Speaker speaker_1: Yeah.

Speaker speaker_0: You should be receiving your ID card sometime next week. You are enrolled for vision, dental and the medical.

Speaker speaker_1: Uh-huh. Oh, okay. I will receive it in my house, right?

Speaker speaker_0: Yes, sir. In the address we have the file.

Speaker speaker_1: Yeah, thank you. Yeah, thank you so much.

Speaker speaker_0: All right. Anything else I can do for you, sir?

Speaker speaker_1: No, I'm good. Thank you. Appreciate this.

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

Speaker speaker_1: You too.