

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Hi, Pamela. I'm just calling to sign up for a benefit. Who do you work for? Creative Circle. Mm-kay. And what's the last four digits of your Social? 2202. Ah... And your first and last name? Sara, S-A-R-A. Last name's Ghaffari, G as in George, H-A-F, F as in Frank, A-R-I. Thank you, Ms. Ghaffari. 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? Uh, 1925 Stockton, San Francisco, California 94133. And my date of birth, 09/26/83. Thank you. We have a phone number on file. It's 5-1-0-7-2-5-5-4-7-6. Yes. And your email is your first name.j.youlast... uh, J. Mm-hmm.your last name@gmail.com? Yes. And do you know what would you like to enroll to? Um, the individual, uh, Premier Plus, Plus Premier. Okay. That will be Ensure Plus Premier. Anything else? Uh, what else is there? Like vision, dental? Oh, yes. Oh, uh, yeah, I'd like to pro... enroll in everything, please. Okay. So you s- you also want the Stay Healthy plan? Yes. Okay. So I don't have your recent hire date in the system. I will go ahead and send your information to the LAC community department. Now, uh, they take 24 hours to 48 hours to get back to me. If they said it's okay to enroll you, I will go ahead and process the enrollment, and I'll give you a call to let you know that it went through. And usually, the enrollment takes one to two weeks for all changes, um... to everything be processed. Uh, benefits ca- uh, start the following Monday after we receive the first premium from your employer. Then- Mm-hmm. ... the ID cards are authorized to generate in the system and will ma- mailed out to you within seven to 10 days. Now, your medical card for the Ensure Plus Premier, it will go to you email. The, uh, carrier do not send, um, physical card for the Ensure Plus Premier or any of the Ensure Plus. And , but if you need a physical one after the benefits are active, we could request one. Okay. Right? So is there a specific time to call you, Ms. Ghaffari? Um, like, today or tomorrow, or? Well, tomorrow, definitely tomorrow, 'cause um, uh, when I get, come in tomorrow, I should have an answer about- Okay. ... being okay to enroll you. And if it's okay, I'm gonna go ahead and process the enrollment. Now, if I don't get in touch with you, can I leave you a message letting you know that, uh, it was processed or, or it was not? Yeah. Whatever the case may be? Okay. Um- And will you be able to provide a direct line for me to call you back? If you call back at the same number you call, you could ask for me, um, Pamela. If I'm- Pamela. ... busy with someone, they could let me know that you, um, calling me and I could call you back, or you could wait on the line for me. Okay. Um, yeah, if you can call any time between, let's say, 11:30 and, um, 6:00 PM. No problem. I will do that. Okay, thanks Pamela. Thank you for giving us a call today. Have a great rest of the day. Thanks, you too. Bye. Happy Halloween. You too. 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 Center Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi, Pamela. I'm just calling to sign up for a benefit.

Speaker speaker_1: Who do you work for?

Speaker speaker_2: Creative Circle.

Speaker speaker_1: Mm-kay. And what's the last four digits of your Social?

Speaker speaker_2: 2202.

Speaker speaker_1: Ah... And your first and last name?

Speaker speaker_2: Sara, S-A-R-A. Last name's Ghaffari, G as in George, H-A-F, F as in Frank, A-R-I.

Speaker speaker_1: Thank you, Ms. Ghaffari. 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_2: Uh, 1925 Stockton, San Francisco, California 94133. And my date of birth, 09/26/'83.

Speaker speaker_1: Thank you. We have a phone number on file. It's 5-1-0-7-2-5-5-4-7-6.

Speaker speaker_2: Yes.

Speaker speaker_1: And your email is your first name.j.youlast... uh, J.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1:your last name@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: And do you know what would you like to enroll to?

Speaker speaker_2: Um, the individual, uh, Premier Plus, Plus Premier.

Speaker speaker_1: Okay. That will be Ensure Plus Premier. Anything else?

Speaker speaker_2: Uh, what else is there?

Speaker speaker_1: Like vision, dental?

Speaker speaker_2: Oh, yes. Oh, uh, yeah, I'd like to pro... enroll in everything, please.

Speaker speaker_1: Okay. So you s- you also want the Stay Healthy plan?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So I don't have your recent hire date in the system. I will go ahead and send your information to the LAC community department. Now, uh, they take 24 hours to 48 hours to get back to me. If they said it's okay to enroll you, I will go ahead and process the enrollment, and I'll give you a call to let you know that it went through. And usually, the enrollment takes one to two weeks for all changes, um... to everything be processed. Uh, benefits ca- uh, start the following Monday after we receive the first premium from your employer. Then-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... the ID cards are authorized to generate in the system and will be mailed out to you within seven to 10 days. Now, your medical card for the Ensure Plus Premier, it will go to your email. The, uh, carrier do not send, um, physical card for the Ensure Plus Premier or any of the Ensure Plus. And, but if you need a physical one after the benefits are active, we could request one.

Speaker speaker_2: Okay.

Speaker speaker_1: Right? So is there a specific time to call you, Ms. Ghaffari?

Speaker speaker_2: Um, like, today or tomorrow, or?

Speaker speaker_1: Well, tomorrow, definitely tomorrow, 'cause um, uh, when I get, come in tomorrow, I should have an answer about-

Speaker speaker_2: Okay.

Speaker speaker_1: ... being okay to enroll you. And if it's okay, I'm gonna go ahead and process the enrollment. Now, if I don't get in touch with you, can I leave you a message letting you know that, uh, it was processed or, or it was not?

Speaker speaker_2: Yeah.

Speaker speaker_1: Whatever the case may be? Okay. Um-

Speaker speaker_2: And will you be able to provide a direct line for me to call you back?

Speaker speaker_1: If you call back at the same number you call, you could ask for me, um, Pamela. If I'm-

Speaker speaker_2: Pamela.

Speaker speaker_1: ... busy with someone, they could let me know that you, um, calling me and I could call you back, or you could wait on the line for me.

Speaker speaker_2: Okay. Um, yeah, if you can call any time between, let's say, 11:30 and, um, 6:00 PM.

Speaker speaker_1: No problem. I will do that.

Speaker speaker_2: Okay, thanks Pamela.

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

Speaker speaker_2: Thanks, you too. Bye. Happy Halloween.

Speaker speaker_1: You too.

Speaker speaker_2: Bye.