

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? You might speak into... Pamela? Pamela? This is Norma. I'm trying... I need to, um, enroll or switch over, um, insurance with WSI. Okay. May I have the last four digits of your social? Um, 0285. One second. And your first and last name, ma'am? Norma Rocha. Miss Rocha, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Um, 4-18-64. Okay. My new... my new address should be 34425 North... North... Oh, gosh. I can't remember the rest of it. Uh, Northeast in Paw Paw. All right. Oh. All right. So I'm going to need to write down that address. Yes. Okay. Let's see here. Let me get- It is not showing correctly. So we could update that? Are you... Do you still have, um... Oh, my gosh. Um, in Kalamazoo address? Um... No. I... It's not showing correctly, the address here. It's just numbers. So... Oh. Okay, so let's put the address you want- Okay. ... of ID card, so any correspondence can go to. Okay. Hmm. Are you still there? Yes, ma'am. Okay. I dropped my phone. Okay, my, um, address is 34425 North Street, NE Paw Paw, Michigan 49- Was this a code? 49079. And what was the date of birth, ma'am? 4-18-64. Yeah. One second. After I save the address... What? I'm just making sure that I saved the add- the address. So- Oh, gotcha. Right. All right. And we have a phone number on file, 616-633-2694? Mm-hmm. All right. And do you know what plan would you like to enroll for? Um, the health. Have you seen the benefit guide? No. With the plans that they offer? So let's see here. What's- What? So if you... If you provide an email, I could send your complete guide with all the benefits that they offer and prices. I don't know if you're aware that these insurance are not like major insurance. They already have a set amount that they're gonna pay. Anything above that amount will be your responsibility. Okay. Uh-huh. Would you like me to email you that? They did give me... Sure, please. Give me one second. Mm-hmm. Can you spell that email for me? NormaRocha64@- Mm-hmm. ...yahoo.com. Right. Miss Rocha, I'm gonna email you the benefit guide. Mm-hmm. Um, you have until May 8th to enroll in the benefit. Mm-hmm. If you need help after you receive the... I'm so sorry, the benefit guide, um, you could give us a call. We're here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday, and we'll be more than happy to assist you. Um, you could also enroll online or give us a call and we'll be able to enroll you. Okay. All right. Um, when you check your email, check your spam and junk mail. It might go there. Okay. All right. Um, is there anything else I could do for you, ma'am? No, that's it. All right, Miss Norma. Thank you for giving us a call. All right. Have a good day. Okay. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: You might speak into... Pamela? Pamela? This is Norma. I'm trying... I need to, um, enroll or switch over, um, insurance with WSI.

Speaker speaker_0: Okay. May I have the last four digits of your social?

Speaker speaker_1: Um, 0285.

Speaker speaker_0: One second. And your first and last name, ma'am?

Speaker speaker_1: Norma Rocha.

Speaker speaker_0: Miss Rocha, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Um, 4-18-64.

Speaker speaker_0: Okay.

Speaker speaker_1: My new... my new address should be 34425 North... North... Oh, gosh. I can't remember the rest of it. Uh, Northeast in Paw Paw.

Speaker speaker_0: All right. Oh. All right. So I'm going to need to write down that address. Yes.

Speaker speaker_1: Okay.

Speaker speaker_0: Let's see here.

Speaker speaker_1: Let me get-

Speaker speaker_0: It is not showing correctly. So we could update that?

Speaker speaker_1: Are you... Do you still have, um... Oh, my gosh. Um, in Kalamazoo address? Um...

Speaker speaker_0: No. I... It's not showing correctly, the address here. It's just numbers. So...

Speaker speaker_1: Oh.

Speaker speaker_0: Okay, so let's put the address you want-

Speaker speaker_1: Okay.

Speaker speaker_0: ... of ID card, so any correspondence can go to.

Speaker speaker_1: Okay. Hmm. Are you still there?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. I dropped my phone. Okay, my, um, address is 34425 North Street, NE Paw Paw, Michigan 49- Was this a code? 49079.

Speaker speaker_0: And what was the date of birth, ma'am?

Speaker speaker_1: 4-18-64.

Speaker speaker_0: Yeah. One second. After I save the address...

Speaker speaker_1: What?

Speaker speaker_0: I'm just making sure that I saved the add- the address. So-

Speaker speaker_1: Oh, gotcha.

Speaker speaker_0: Right. All right. And we have a phone number on file, 616-633-2694?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right. And do you know what plan would you like to enroll for?

Speaker speaker_1: Um, the health.

Speaker speaker_0: Have you seen the benefit guide?

Speaker speaker_1: No.

Speaker speaker_0: With the plans that they offer? So let's see here.

Speaker speaker_1: What's- What?

Speaker speaker_0: So if you... If you provide an email, I could send your complete guide with all the benefits that they offer and prices. I don't know if you're aware that these insurance are not like major insurance. They already have a set amount that they're gonna pay. Anything above that amount will be your responsibility.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh-huh. Would you like me to email you that?

Speaker speaker_1: They did give me... Sure, please.

Speaker speaker_0: Give me one second.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Can you spell that email for me?

Speaker speaker_1: NormaRocha64@-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ...yahoo.com.

Speaker speaker_0: Right. Miss Rocha, I'm gonna email you the benefit guide.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, you have until May 8th to enroll in the benefit.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: If you need help after you receive the... I'm so sorry, the benefit guide, um, you could give us a call. We're here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday, and we'll be more than happy to assist you. Um, you could also enroll online or give us a call and we'll be able to enroll you.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Um, when you check your email, check your spam and junk mail. It might go there.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Um, is there anything else I could do for you, ma'am?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right, Miss Norma. Thank you for giving us a call.

Speaker speaker_1: All right.

Speaker speaker_0: Have a good day.

Speaker speaker_1: Okay. Thank you. Bye-bye.