

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi. I got a call from, uh, Francesca. Is she available? Um, let me come back- Go ahead. Well, I will do my best to help you. Do you... Did she left a message? Yeah, she was... Something about my, uh, my medical coverage thing. It said something about like I checked dental, but for kids. I don't have any kids, so I just wanted to clarify that. Okay, mm, and what's the name of the staffing agency you work for, sir? Uh, HSS. All right, may I have the last four digits of your Social so I can pull up your file? Yep, 6840. Your first and last name, sir. Scott Marks, America. Okay. Mr. Marks, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, I think I put 3600 Hillsboro Pike. Uh, birthday is 2/25. And where is this address located, sir? In Nashville, Tennessee. All right. We have a phone number on file now, 494927131, and your email is scottmarks2023@gmail.com. Correct. All right, so we're going to proceed to enroll you as a employee only with dental and medical. And the benefits will- I don't need the medical. Okay. Can I do just dental without the medical? Sure. Yeah, okay, yeah, that's what I'd prefer. Okay, then so... All right. I'll proceed to enroll you only in dental. Benefits starts the following Monday after you rece- after we receive the first premium from your employer. You do have 30 days from your first paycheck to make any changes if you would like to. ID card- Okay. ... take 10 days to arrive after the benefits are active. Okay. All right. Right, thank you..... Thank you. Have a great rest of the day. You too. 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 Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. I got a call from, uh, Francesca. Is she available?

Speaker speaker_1: Um, let me come back-

Speaker speaker_3: Go ahead.

Speaker speaker_1: Well, I will do my best to help you. Do you... Did she left a message?

Speaker speaker_2: Yeah, she was... Something about my, uh, my medical coverage thing. It said something about like I checked dental, but for kids. I don't have any kids, so I just wanted to clarify that.

Speaker speaker_1: Okay, mm, and what's the name of the staffing agency you work for, sir?

Speaker speaker_2: Uh, HSS.

Speaker speaker_1: All right, may I have the last four digits of your Social so I can pull up your file?

Speaker speaker_2: Yep, 6840.

Speaker speaker_1: Your first and last name, sir.

Speaker speaker_2: Scott Marks, America.

Speaker speaker_1: Okay. Mr. Marks, 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_2: Uh, I think I put 3600 Hillsboro Pike. Uh, birthday is 2/25.

Speaker speaker_1: And where is this address located, sir?

Speaker speaker_2: In Nashville, Tennessee.

Speaker speaker_1: All right. We have a phone number on file now, 494927131, and your email is scottmarks2023@gmail.com.

Speaker speaker_2: Correct.

Speaker speaker_1: All right, so we're going to proceed to enroll you as a employee only with dental and medical. And the benefits will-

Speaker speaker_2: I don't need the medical.

Speaker speaker_1: Okay.

Speaker speaker_2: Can I do just dental without the medical?

Speaker speaker_1: Sure.

Speaker speaker_2: Yeah, okay, yeah, that's what I'd prefer.

Speaker speaker_1: Okay, then so... All right. I'll proceed to enroll you only in dental. Benefits starts the following Monday after you rece- after we receive the first premium from your employer. You do have 30 days from your first paycheck to make any changes if you would like to. ID card-

Speaker speaker_2: Okay.

Speaker speaker_1: ... take 10 days to arrive after the benefits are active.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Right, thank you.....

Speaker speaker_2: Thank you.

Speaker speaker_1: Have a great rest of the day.

Speaker speaker_2: You too. You too. Bye-bye.