

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? Hello. Uh, yes, this is Jeff Gibbs. I'm working for ManCan currently, and I'm, I was wondering if I'm eligible for health insurance. Right. I will have to pull up your file and see. May I have the- Okay. ... last four digits of your Social? What is it? The last four digits of your Social. My Social Security number? Yeah, the last four digits. Oh, okay. Yeah, so it's 5867. Five-eight-six-seven. And what was your first and last name, sir? Uh, Jeffrey Gibbs. You said ManCan, and the last four 5867, right? Yes. So, I, I'm working with ManCan, and my last four digits of my Social Security number is 5867. All right. 5867, your first name's Jeffrey. When did you start working for ManCan? I actually just started, like, last week. Oh, okay. No wonder. So, we have not received yet your paperwork for ManCan. It usually take about a week or so, um, for them to- Okay. ... to send it us, to us. Now, if you're willing to provide your personal information, we could go ahead and create a file for you, and we could go ahead and enroll you. The benefits does take three, um, two to three weeks to start after, um, you start working, and we need to receive the first payment from your employer before the benefits are active. Also, I will- Okay. ... send you a complete guide of the benefits, so you will go over them if you would like to. Yes, absolutely. And then you can decide if that works. Okay. Let me get... Give me one sec. Okay. Okay. Can you provide me with your email? Yes. It's gibbsjeff, the number 4, @gmail.com. Okay. Gibbsjeff4 at gmail. Yes, correct. So, the email will be coming in from info@benefitscentercard. Check your spam and junk mail. It might go there. Okay. And so, when you receive the benefit guide, each, um, plan will have under them the amount that insurance gonna cover. Anything above that amount will be your responsibility. These are not like major insurance, so that way you have an idea how to interpret benefit guide. Okay. All right. Um, so when, remember you do have 30 days from your first paycheck to enroll. Okay. So, I have 30 days from my first paycheck to enroll? Yes. That's your timeframe. Okay. But let's say, when you receive- Okay. ... the benefit guide you want to give us a call back today and, um, provide all your information. We'll go ahead and create the file, um, and enroll you, but it will not be active until we receive the first payment. Okay. All right. Um, one more thing before I let you go. I just want to double check on the email just to make sure I have it correct. Can you spell it for me, just to double check for me? Yes. So, it's G-I-B-B-S, Gibbs, and Jeff is J-E-F-F, then the number 4- Mm-hmm. ... @gmail.com. Thank you so much. So, like I said, the email might go to your, um, junk mail. Um, check that. And allow me, like, a minute or so for you to receive it, sir. All right? Already. Yes. And then- Any emails That we can help you with? ... when I receive the- Go ahead. Yeah, go to 176. Ah, yes. Okay. So, yeah. So, then when I receive it, then I can, uh, call you all back and get that set up? Yes, sir. Oh, okay. Perfect. All right. Yeah. Thank you for giving us a call. Have a great rest of the day. Yes.

Thank you. You as well. Bye-bye. Yep. 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 Center Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hello. Uh, yes, this is Jeff Gibbs. I'm working for ManCan currently, and I'm, I was wondering if I'm eligible for health insurance.

Speaker speaker_1: Right. I will have to pull up your file and see. May I have the-

Speaker speaker_2: Okay.

Speaker speaker_1: ... last four digits of your Social?

Speaker speaker_2: What is it?

Speaker speaker_1: The last four digits of your Social.

Speaker speaker_2: My Social Security number?

Speaker speaker_1: Yeah, the last four digits.

Speaker speaker_2: Oh, okay. Yeah, so it's 5867.

Speaker speaker_1: Five-eight-six-seven. And what was your first and last name, sir?

Speaker speaker_2: Uh, Jeffrey Gibbs.

Speaker speaker_1: You said ManCan, and the last four 5867, right?

Speaker speaker_2: Yes. So, I, I'm working with ManCan, and my last four digits of my Social Security number is 5867.

Speaker speaker_1: All right. 5867, your first name's Jeffrey. When did you start working for ManCan?

Speaker speaker_2: I actually just started, like, last week.

Speaker speaker_1: Oh, okay. No wonder. So, we have not received yet your paperwork for ManCan. It usually take about a week or so, um, for them to-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to send it us, to us. Now, if you're willing to provide your personal information, we could go ahead and create a file for you, and we could go ahead and enroll you. The benefits does take three, um, two to three weeks to start after, um, you start working, and we need to receive the first payment from your employer before the benefits are active. Also, I will-

Speaker speaker_2: Okay.

Speaker speaker_1: ... send you a complete guide of the benefits, so you will go over them if you would like to.

Speaker speaker_2: Yes, absolutely.

Speaker speaker_1: And then you can decide if that works. Okay. Let me get... Give me one sec. Okay. Okay. Can you provide me with your email?

Speaker speaker_2: Yes. It's gibbsjeff, the number 4, @gmail.com.

Speaker speaker_1: Okay. Gibbsjeff4 at gmail.

Speaker speaker_2: Yes, correct.

Speaker speaker_1: So, the email will be coming in from info@benefitscentercard. Check your spam and junk mail. It might go there.

Speaker speaker_2: Okay.

Speaker speaker_1: And so, when you receive the benefit guide, each, um, plan will have under them the amount that insurance gonna cover. Anything above that amount will be your responsibility. These are not like major insurance, so that way you have an idea how to interpret benefit guide.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Um, so when, remember you do have 30 days from your first paycheck to enroll.

Speaker speaker_2: Okay. So, I have 30 days from my first paycheck to enroll?

Speaker speaker_1: Yes. That's your timeframe.

Speaker speaker_2: Okay.

Speaker speaker_1: But let's say, when you receive-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the benefit guide you want to give us a call back today and, um, provide all your information. We'll go ahead and create the file, um, and enroll you, but it will not be active until we receive the first payment.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Um, one more thing before I let you go. I just want to double check on the email just to make sure I have it correct. Can you spell it for me, just to double check for me?

Speaker speaker_2: Yes. So, it's G-I-B-B-S, Gibbs, and Jeff is J-E-F-F, then the number 4-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... @gmail.com.

Speaker speaker_1: Thank you so much. So, like I said, the email might go to your, um, junk mail. Um, check that. And allow me, like, a minute or so for you to receive it, sir. All right?

Speaker speaker_2: Already. Yes. And then-

Speaker speaker_1: Any emails

Speaker speaker_3: That we can help you with?

Speaker speaker_2: ... when I receive the-

Speaker speaker_1: Go ahead.

Speaker speaker_4: Yeah, go to 176.

Speaker speaker_1: Ah, yes.

Speaker speaker_5: Okay. So, yeah. So, then when I receive it, then I can, uh, call you all back and get that set up?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Oh, okay. Perfect.

Speaker speaker_1: All right.

Speaker speaker_2: Yeah.

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

Speaker speaker_2: Yes. Thank you. You as well.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Yep. Bye-bye.