

Transcript: Pamela

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Full Transcript

Hello, benefits in a card, this is Pamela speaking. I'm sorry? I didn't- Yes. ... I didn't quite hear what- Thank you for calling Benefits in a Card. This is Pamela speaking, how may I help you? Uh, yes, ma'am I'm a, uh, client of y'all's. I work through Crown Services. My name is Timothy Aches. And how may I help you sir? Um, I had a question. Um, I wanted to know, uh, it says, um, my spouse. Does that actually mean that they have to be married or significant other? Significant other if you guys are not married. But if you're legally married, i- it will be your spouse. Okay, so uh, she wouldn't be covered if I put her on? She can't be added to insurance? Um- If she's not married. ... did you say Crown? Yes. Let me see. You need to fill out an affidavit in order to, um, your... your partner. Okay, uh, where do I go about getting that? I have... I mean, I'm kind of new to this, so can you help me? Okay, so I could email it to you. Give me one second. All right, just bear with me. Let me pull up the information. Would you mind, um, if I put you in a brief hold? Yes, fine. This is voice recording. Do you have any questions? Step on. Yes, ma'am. All right, can you provide me with the email where I can send you the information? Uh, it'll be... hang on one second. I don't know it off the top of my heart. Uh. Are you there? Yes, sir, I'm here. It'd be, uh, T-I-A-T-E-S. T-I-... T-I-A-T-E-S. Uh-huh. 8161 at iCloud. All right, so T-I-A-T-E-S. Hang on, let's see what I called. Um, the email will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. Okay. After you submit the information that is, um, requested, allow 72 hours for all the information to be processed. Okay, I will be looking for email. All right. Um, is there anything else, uh, I can help you with? Uh, not until after that's filled out. Okay. Thank you for giving us a call, sir. Have a great rest of your day. All right, thank you. All right, let's see. I got to fill that thing out.

Conversation Format

Speaker speaker_0: Hello, benefits in a card, this is Pamela speaking.

Speaker speaker_1: I'm sorry? I didn't-

Speaker speaker_0: Yes.

Speaker speaker_1: ... I didn't quite hear what-

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking, how may I help you?

Speaker speaker_1: Uh, yes, ma'am I'm a, uh, client of y'all's. I work through Crown Services. My name is Timothy Aches.

Speaker speaker_0: And how may I help you sir?

Speaker speaker_1: Um, I had a question. Um, I wanted to know, uh, it says, um, my spouse. Does that actually mean that they have to be married or significant other?

Speaker speaker_0: Significant other if you guys are not married. But if you're legally married, i- it will be your spouse.

Speaker speaker_1: Okay, so uh, she wouldn't be covered if I put her on? She can't be added to insurance?

Speaker speaker_0: Um-

Speaker speaker_1: If she's not married.

Speaker speaker_0: ... did you say Crown?

Speaker speaker_1: Yes.

Speaker speaker_0: Let me see. You need to fill out an affidavit in order to, um, your... your partner.

Speaker speaker_1: Okay, uh, where do I go about getting that? I have... I mean, I'm kind of new to this, so can you help me?

Speaker speaker_0: Okay, so I could email it to you. Give me one second. All right, just bear with me. Let me pull up the information. Would you mind, um, if I put you in a brief hold?

Speaker speaker_1: Yes, fine.

Speaker speaker_2: This is voice recording. Do you have any questions? Step on.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right, can you provide me with the email where I can send you the information?

Speaker speaker_1: Uh, it'll be... hang on one second. I don't know it off the top of my heart. Uh. Are you there?

Speaker speaker_0: Yes, sir, I'm here.

Speaker speaker_1: It'd be, uh, T-I-A-T-E-S.

Speaker speaker_0: T-I-...

Speaker speaker_1: T-I-A-T-E-S.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: 8161 at iCloud.

Speaker speaker_0: All right, so T-I-A-T-E-S. Hang on, let's see what I called. Um, the email will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there.

Speaker speaker_1: Okay.

Speaker speaker_0: After you submit the information that is, um, requested, allow 72 hours for all the information to be processed.

Speaker speaker_1: Okay, I will be looking for email.

Speaker speaker_0: All right. Um, is there anything else, uh, I can help you with?

Speaker speaker_1: Uh, not until after that's filled out.

Speaker speaker_0: Okay. Thank you for giving us a call, sir. Have a great rest of your day.

Speaker speaker_1: All right, thank you. All right, let's see. I got to fill that thing out.