

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. This is Pamela speaking. How may I help you? Yes, ma'am. I was calling about my Benefit Card. I haven't received it yet. And who do you work for, sir? Works- WorkSmart. WorkSmart? May I have the last four digits of your social? Uh, five, four, zero, two. Five, four, zero, two? Yes, ma'am. First and last name? Rafael Wells. Thank you. Mr. Wells, 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? Um, address is 1300 26th Avenue East, Tuscaloosa, Alabama 35404, and my date of birth is 5/22/86. Thank you for the information. We have it here. Um, telephone number on file 205-239-6462 and email is your, rafwells.wells794@gmail.com. Yes, ma'am. Okay. So you are enrolled in the benefits, but we have not received yet the premium from your employer. Um, after we receive the first payment, your benefits will start the following Monday. Oh, so it- So we have not started yet. Oh, okay. All right? I think I- I just called them. They said they don't know what's going on. They were try- they're also trying to figure it out too. Okay, so all we, all we need is for the, um, for them to process the information, uh, for your payroll and when we- Mm-hmm. ... receive your payment, um, the following Monday, your benefits will be up. Okay. All right, thank you. Thank you. Thank you. All right, thank you. Bye. Uh-huh. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefit Center Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yes, ma'am. I was calling about my Benefit Card. I haven't received it yet.

Speaker speaker_1: And who do you work for, sir?

Speaker speaker_2: Works- WorkSmart.

Speaker speaker_1: WorkSmart? May I have the last four digits of your social?

Speaker speaker_2: Uh, five, four, zero, two.

Speaker speaker_1: Five, four, zero, two?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: First and last name?

Speaker speaker_2: Rafael Wells.

Speaker speaker_1: Thank you. Mr. Wells, 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: Um, address is 1300 26th Avenue East, Tuscaloosa, Alabama 35404, and my date of birth is 5/22/86.

Speaker speaker_1: Thank you for the information. We have it here. Um, telephone number on file 205-239-6462 and email is your, rafwells.wells794@gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So you are enrolled in the benefits, but we have not received yet the premium from your employer. Um, after we receive the first payment, your benefits will start the following Monday.

Speaker speaker_2: Oh, so it-

Speaker speaker_1: So we have not started yet.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: All right?

Speaker speaker_2: I think I- I just called them. They said they don't know what's going on. They were try- they're also trying to figure it out too.

Speaker speaker_1: Okay, so all we, all we need is for the, um, for them to process the information, uh, for your payroll and when we-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... receive your payment, um, the following Monday, your benefits will be up.

Speaker speaker_2: Okay. All right, thank you.

Speaker speaker_1: Thank you.

Speaker speaker_2: Thank you. All right, thank you. Bye.

Speaker speaker_1: Uh-huh. Bye.