

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi. Thank you for calling Benefits on Accard. This is Pamela speaking. How may I help you? Hi. I was just calling to verify if, um, my boyfriend had enrolled in benefits. Um, he, he asked me to call 'cause he was currently working. Um, but we weren't sure f- um, 'cause I believe we did it online. But I can't recall for sure if we fully completed the online registration for his benefits. I know. Are you assist- assisting with him? Well, we need to speak with him. You say he's now with you? No, he's currently at work. And he's not on- So- ... his phone. I completely understand. Well, we here from 8:00 AM to 8:00 PM Eastern Time. If he could give us a call so we could pull up his file and see the status of his enrollment. See, that's the problem. He works pretty early and works really late. That's why he's asked me to call. Um, okay. So if, uh, uh, I guess, just tell me this. If we had enrolled him on- online, we would've gotten an email confirming his benefits, correct? Um, actually- 'Cause I... He comes down to the deadline of when- Okay. ... he has time to enroll. Are you part of- And I wanna know if he's- ... the enrollment? No, I'm not. Oh. 'Cause the only way we could, um, discuss about the, his benefits or his enrollment would be with him. Okay. But that's fine. Like I said, I mean, he's not gonna be able to call you guys because he's working. And he's been getting home like at 9:00, 10:00 PM. And where you guys located? In like a different time. We're in Arizona. Oh. So that's way past the time you guys are closed. Um, but, um- Then he... Well, before he goes to work? He... Are you guys open? He has to be there at 7:00 AM. Our time. So that's, um, so over there is... You say you in Arizona? Yes. I'm with Pacific- At 3:00 o'clock over there, so by the time he goes to, to work, we are open. Okay, so it's 7:00 AM. I mean, 7:00 AM your guys' time is like 3:00, you said? Well, 7:00 AM your time is like 9:00 here. Oh, okay, okay. Or 10:00 in the morning. So like... Okay. Well, I have a question. If, again, if we had enrolled him online, he would've gotten an email confirming that we enrolled him online. Correct? Usually an- Or you guys don't send emails? We don't, we don't send an email. As then in, and the benefits does take about three weeks for them to kick in. The only way he will notice if he sees the deduction on his payroll. So, um- Um- Yeah. Yeah, but see that's the thing. So we would- We don't wanna get that far. But okay. Yeah. If- I'll just tell him to have to call you. Yes. Tell him call us when he's ready to go to work. It, it's our 10:00, um, our time. Okay. I'll let him know. Sorry for the inconvenience. Thank you. Ma'am. Thank you. Mm. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi. Thank you for calling Benefits on Accard. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. I was just calling to verify if, um, my boyfriend had enrolled in benefits. Um, he, he asked me to call 'cause he was currently working. Um, but we weren't sure f- um, 'cause I believe we did it online. But I can't recall for sure if we fully completed the online registration for his benefits.

Speaker speaker_1: I know.

Speaker speaker_2: Are you assist- assisting with him?

Speaker speaker_1: Well, we need to speak with him. You say he's now with you?

Speaker speaker_2: No, he's currently at work. And he's not on-

Speaker speaker_1: So-

Speaker speaker_2: ... his phone.

Speaker speaker_1: I completely understand. Well, we here from 8:00 AM to 8:00 PM Eastern Time. If he could give us a call so we could pull up his file and see the status of his enrollment.

Speaker speaker_2: See, that's the problem. He works pretty early and works really late. That's why he's asked me to call. Um, okay. So if, uh, uh, I guess, just tell me this. If we had enrolled him on- online, we would've gotten an email confirming his benefits, correct?

Speaker speaker_1: Um, actually-

Speaker speaker_2: 'Cause I... He comes down to the deadline of when-

Speaker speaker_1: Okay.

Speaker speaker_2: ... he has time to enroll.

Speaker speaker_1: Are you part of-

Speaker speaker_2: And I wanna know if he's-

Speaker speaker_1: ... the enrollment?

Speaker speaker_2: No, I'm not.

Speaker speaker_1: Oh. 'Cause the only way we could, um, discuss about the, his benefits or his enrollment would be with him.

Speaker speaker_2: Okay. But that's fine. Like I said, I mean, he's not gonna be able to call you guys because he's working. And he's been getting home like at 9:00, 10:00 PM.

Speaker speaker_1: And where you guys located?

Speaker speaker_2: In like a different time. We're in Arizona.

Speaker speaker_1: Oh.

Speaker speaker_2: So that's way past the time you guys are closed. Um, but, um-

Speaker speaker_1: Then he... Well, before he goes to work?

Speaker speaker_2: He... Are you guys open? He has to be there at 7:00 AM. Our time.

Speaker speaker_1: So that's, um, so over there is... You say you in Arizona?

Speaker speaker_2: Yes. I'm with Pacific-

Speaker speaker_1: At 3:00 o'clock over there, so by the time he goes to, to work, we are open.

Speaker speaker_2: Okay, so it's 7:00 AM. I mean, 7:00 AM your guys' time is like 3:00, you said?

Speaker speaker_1: Well, 7:00 AM your time is like 9:00 here.

Speaker speaker_2: Oh, okay, okay.

Speaker speaker_1: Or 10:00 in the morning.

Speaker speaker_2: So like... Okay. Well, I have a question. If, again, if we had enrolled him online, he would've gotten an email confirming that we enrolled him online. Correct?

Speaker speaker_1: Usually an-

Speaker speaker_2: Or you guys don't send emails?

Speaker speaker_1: We don't, we don't send an email. As then in, and the benefits does take about three weeks for them to kick in. The only way he will notice if he sees the deduction on his payroll. So, um-

Speaker speaker_2: Um-

Speaker speaker_1: Yeah.

Speaker speaker_2: Yeah, but see that's the thing.

Speaker speaker_1: So we would-

Speaker speaker_2: We don't wanna get that far. But okay.

Speaker speaker_1: Yeah. If-

Speaker speaker_2: I'll just tell him to have to call you.

Speaker speaker_1: Yes. Tell him call us when he's ready to go to work. It, it's our 10:00, um, our time.

Speaker speaker_2: Okay. I'll let him know.

Speaker speaker_1: Sorry for the inconvenience.

Speaker speaker_2: Thank you.

Speaker speaker_1: Ma'am. Thank you.

Speaker speaker_2: Mm. Bye-bye.