

## **Transcript: Pamela**

**Blanc-6122960665624576-5131809208844288**

### **Full Transcript**

Thank you for calling Benefits and Authorization Family. Speaking, how may I help you? Miss, how you doing? I'm good, and you, ma'am? I'm doing okay. I was calling... I got a email about, um, enrollment, benefits enrollment or if something is missing or needs to be clarified. Okay. Um, what's the name of the staffing agency you work for? The, uh, BGF... BGSS Staffing. May I have the last four digits of your Social so I can pull up your file? 7745. Your first and last name, ma'am? Carla Wilson. Okay, Miss Wilson, for security reasons just to make sure we are in the correct file, can you please verify the complete address and date of birth? Um, my address is 3085 Yale Avenue, Apartment 4, Memphis, Tennessee 38112. My birthday's September the 15th, 1965. Okay. So Miss Carla, we do not have a telephone number in case we need to contact you. Is the one you're calling from a good number? Yes, ma'am. The 901-720-6179. Yes. Okay. And the email we have is carlawilson1010@gmail.com. Uh-huh. Yeah, carlawilson1010@gmail.com. Okay. All right. So actually I was the one who sent you the email. Mm-hmm. Um, what happened is that I processed your form and you wanted to enroll in medical, dental, um, short-term disability, vision, critical illness, behavioral health, and the life insurance you wanted for the whole family. Now you meant to enroll your children and spouse or you just wanted to enroll yourself and have Ta-Tasha Wilson as your beneficiary? Tasha. Tasha. Yes, ma'am. Yes, ma'am. All right. So I went ahead and, um, I enrolled you. Your benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be authorized to generate in the system, will be mailed out to you within seven to 10 days. All right? Okay. All right, thank you for giving us a call back. Have a good rest of the day. You too. Thank you, bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Authorization Family. Speaking, how may I help you?

Speaker speaker\_1: Miss, how you doing?

Speaker speaker\_0: I'm good, and you, ma'am?

Speaker speaker\_1: I'm doing okay. I was calling... I got a email about, um, enrollment, benefits enrollment or if something is missing or needs to be clarified.

Speaker speaker\_0: Okay. Um, what's the name of the staffing agency you work for?

Speaker speaker\_1: The, uh, BGF... BGSS Staffing.

Speaker speaker\_0: May I have the last four digits of your Social so I can pull up your file?

Speaker speaker\_1: 7745.

Speaker speaker\_0: Your first and last name, ma'am?

Speaker speaker\_1: Carla Wilson.

Speaker speaker\_0: Okay, Miss Wilson, for security reasons just to make sure we are in the correct file, can you please verify the complete address and date of birth?

Speaker speaker\_1: Um, my address is 3085 Yale Avenue, Apartment 4, Memphis, Tennessee 38112. My birthday's September the 15th, 1965.

Speaker speaker\_0: Okay. So Miss Carla, we do not have a telephone number in case we need to contact you. Is the one you're calling from a good number?

Speaker speaker\_1: Yes, ma'am. The 901-720-6179.

Speaker speaker\_0: Yes. Okay. And the email we have is carlawilson1010@gmail.com.

Speaker speaker\_1: Uh-huh. Yeah, carlawilson1010@gmail.com.

Speaker speaker\_0: Okay. All right. So actually I was the one who sent you the email.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Um, what happened is that I processed your form and you wanted to enroll in medical, dental, um, short-term disability, vision, critical illness, behavioral health, and the life insurance you wanted for the whole family. Now you meant to enroll your children and spouse or you just wanted to enroll yourself and have Ta-Tasha Wilson as your beneficiary?

Speaker speaker\_1: Tasha.

Speaker speaker\_0: Tasha.

Speaker speaker\_1: Yes, ma'am. Yes, ma'am.

Speaker speaker\_0: All right. So I went ahead and, um, I enrolled you. Your benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be authorized to generate in the system, will be mailed out to you within seven to 10 days. All right?

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right, thank you for giving us a call back. Have a good rest of the day.

Speaker speaker\_1: You too. Thank you, bye-bye.

Speaker speaker\_0: Bye-bye.