

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits ... this is Pamela speaking. How may I help you? Yeah, what's... Uh, my name is Elizabeth Jessup, and I was calling to see if I'm enrolled for the insurance. Who do you call f-... Who do you work for? Crown, Crown Staffing. Crown Staffing. May I have the last four digits of your social? 0844. And can you repeat your name for me, ma'am? Elizabeth Jessup. Ms. Jessup, 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? Uh, eight-sev-... Uh, 8776, and it's 200 Winterton Drive, Madisonville, Kentucky 42431. Mm-hmm. Thank you for the information. We have a telephone number on file, 270-399-9087. Yes. Right. Um, no, you are not enrolled, ma'am. Okay. How, uh, do I get enrolled? So I will have to send you information to the eligibility department to see if you are eligible to enroll at this time. Okay. Right. So the information... They take about 24 to 48 hours to get back to me. Uh-huh. I'm so sorry. And they will let me know if you are el- eligible or not. Mm-hmm. I will get in touch with you. Okay. And, uh, let's see. And I will let you know if whatever they decide, what I could do today, I could send you the benefit guide, so you could go over and check what they offer. Okay. So if they said that it's okay for you to enroll, you already know what would you like to do. Okay. That work? Yes. Okay. And we have the email og.kenyon@gmail.com. Yes. I- it's spelled K-E-N-Y-O-N. Yes. Right. So, do... The email will be coming in from info@benefits in the card. Check your spam and junk mail. It might go there. Okay. In 24 hours, you said? Yeah, proba-... Um, because of the time, they won't get back to me today, but definitely tomorrow. Like I will- Okay. ... respond. Is there- Okay. ... any specific time to call you, ma'am? Uh, no, uh, I, uh, I'm off tomorrow. Okay. So I'm here from 11:00 AM to 8:00 PM Eastern Time, so after 11:00, I'll give you a call. Okay. All right. Anything else I can do for you? No, that's it. Right. Don't forget to look up into your spam or junk mail. It might go there, the email. Okay. Thank... Okay. Thank you for giving us a call- Thank you. ... and have a great rest of the day. Uh-huh. Y- you too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits ... this is Pamela speaking. How may I help you?

Speaker speaker_1: Yeah, what's... Uh, my name is Elizabeth Jessup, and I was calling to see if I'm enrolled for the insurance.

Speaker speaker_0: Who do you call f-... Who do you work for?

Speaker speaker_1: Crown, Crown Staffing.

Speaker speaker_0: Crown Staffing. May I have the last four digits of your social?

Speaker speaker_1: 0844.

Speaker speaker_0: And can you repeat your name for me, ma'am?

Speaker speaker_1: Elizabeth Jessup.

Speaker speaker_0: Ms. Jessup, 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_1: Uh, eight-sev-... Uh, 8776, and it's 200 Winterton Drive, Madisonville, Kentucky 42431.

Speaker speaker_0: Mm-hmm. Thank you for the information. We have a telephone number on file, 270-399-9087.

Speaker speaker_1: Yes.

Speaker speaker_0: Right. Um, no, you are not enrolled, ma'am.

Speaker speaker_1: Okay. How, uh, do I get enrolled?

Speaker speaker_0: So I will have to send you information to the eligibility department to see if you are eligible to enroll at this time.

Speaker speaker_1: Okay.

Speaker speaker_0: Right. So the information... They take about 24 to 48 hours to get back to me.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: I'm so sorry. And they will let me know if you are eligible or not.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I will get in touch with you.

Speaker speaker_1: Okay.

Speaker speaker_0: And, uh, let's see. And I will let you know if whatever they decide, what I could do today, I could send you the benefit guide, so you could go over and check what they offer.

Speaker speaker_1: Okay.

Speaker speaker_0: So if they said that it's okay for you to enroll, you already know what would you like to do.

Speaker speaker_1: Okay.

Speaker speaker_0: That work?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And we have the email og.kenyon@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: I- it's spelled K-E-N-Y-O-N.

Speaker speaker_1: Yes.

Speaker speaker_0: Right. So, do... The email will be coming in from info@benefits in the card. Check your spam and junk mail. It might go there.

Speaker speaker_1: Okay. In 24 hours, you said?

Speaker speaker_0: Yeah, proba-... Um, because of the time, they won't get back to me today, but definitely tomorrow. Like I will-

Speaker speaker_1: Okay.

Speaker speaker_0: ... respond. Is there-

Speaker speaker_1: Okay.

Speaker speaker_0: ... any specific time to call you, ma'am?

Speaker speaker_1: Uh, no, uh, I, uh, I'm off tomorrow.

Speaker speaker_0: Okay. So I'm here from 11:00 AM to 8:00 PM Eastern Time, so after 11:00, I'll give you a call.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Anything else I can do for you?

Speaker speaker_1: No, that's it.

Speaker speaker_0: Right. Don't forget to look up into your spam or junk mail. It might go there, the email.

Speaker speaker_1: Okay. Thank... Okay.

Speaker speaker_0: Thank you for giving us a call-

Speaker speaker_1: Thank you.

Speaker speaker_0: ... and have a great rest of the day.

Speaker speaker_1: Uh-huh. Y- you too.