

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Yes, um, I was calling because I'm with TempStaff, uh, and, um, they just sent me a email saying about some benefits that I can, uh, try to get, and I was just trying to get some information on it. What was the name of the staffing agency again? TempStaff. TempStaff? All right. Mm-hmm, TempStaff. Uh-huh. May I have the last three digits of your Social so I can pull up your file? 8852. Your first and last name? Felisa Williams. F as in Frank, E-L-I-S-A, Williams, with a S at the end. Okay. Thank you, Miss Williams. Um, for security reasons and just to make sure I am in the correct file, can you please verify your complete address and date of birth? Say it again, the address and date of birth? Yes, ma'am. Okay. Uh, 5220 Queen Christina Lane, and that's Jackson, Mississippi, and my date of birth was 7-6-74. Thank you for the information. Okay, we have a phone number on file, 601-665-5367, and Felicia, your first name, .williams, your last name, @yahoo.com is your email. Correct. All right. So first, um, I'm not sure if you know or you are aware that these insurance are not like major insurance. They already have a set amount that they gonna pay. Anything above that amount will be your responsibility. Um, they have three diff- four different medical plans. Have you seen the Benefit Guide at all? Well, I was looking through the, uh, with the email that they sent, and I was looking through, uh, on each one of them, and one of them, the Elite, I believe, caught my eye. Mm-hmm. I mean, not the Elite but the VIP, I'm sorry. Yeah. The VIP Standard, so, um, if you will go to the VIP Standard and see below of the information below, it's, um, column. The amount that you see there, that's the amount that the insurance gonna pay for the benefits that are listed on the left-hand side. For example- Okay, hold on. If, uh... Let me see 'cause I think I actually did not open up the whole email. Um, I think it was only- No, um, if it's a PDF file, it should have, like, 20 pages. No, I don't think I opened up the whole email thing. Mm-hmm. I don't think I opened up that whole thing. It's just really actually showing, uh, like a little- Mm-hmm. ... brief, little- Mm-hmm. ... thing here. Okay. Well, I- It's just showing the Benefits in a Car, Offers, VIP. Oh, I understand. So if you would like, I could send you the Benefit Guide. It will be easier for you to understand the benefits and what they mean. Okay, yeah, that'll be fine. Yeah. Yeah. Let me see. You have until the... until the 12th of May to enroll. Okay. Okay. So on the Benefit Guide, when you get it, you will see under each plan, like I said, the column, each plan, the amount that you see there, that's the amount that the insurance already have set to pay for the benefits- Mm-hmm. ... listed on the left-hand side. Um- Okay, so it might be- There's a form as well that you're gonna... So you're saying the one that they have on the email, the prices might be different than the one they have on the email, right? Um, um, well, I don't know if you have, like, the details. For example, how much they gonna pay for a doctor's visit. Mm-hmm. And, like, if you stay in the hospital in confinement. Yeah. So I'm not sure if that's the one you have. Okay, okay. Okay? And, um, they also have,

like, a plan that is more towards the traditional. That plan does have a high deductible that you have to meet before... just by paying 100%, that's also there. And there'll- Okay. ... be other options that they, that they offer, like dental, vision. Everything is gonna be in there. Okay. If you have questions after you start reading it, you could give us a call, and we could go over it with you, with the, um... Okay. Right? That would be nice. Yeah. Tomorrow we won't be here. Um... Okay. But we'll be back on Monday at 8:00 in the morning to 8:00- Mm-hmm, fine. ... in the afternoon, in the night. Okay. Okay. All right? Okay, good deal. Okay. Okay, um, check your spam and junk mail. The email might go there, all right? Okay, got it. And it comes as an info@benefitsinacar. All right? Okay, just a second. Oh, I haven't sent it out yet. It's- Okay, okay, okay. I'm getting ready to send it. It's, my system is a little slow. But you should be good- Okay. ... in, in a minute or so. Anything else I could do for you, ma'am? That'd be it, and I thank you so much for helping me. All right. Thank you for giving us a call. Have a great rest of the day. You too. Thank you.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Yes, um, I was calling because I'm with TempStaff, uh, and, um, they just sent me a email saying about some benefits that I can, uh, try to get, and I was just trying to get some information on it.

Speaker speaker\_0: What was the name of the staffing agency again?

Speaker speaker\_1: TempStaff.

Speaker speaker\_0: TempStaff? All right.

Speaker speaker\_1: Mm-hmm, TempStaff.

Speaker speaker\_0: Uh-huh. May I have the last three digits of your Social so I can pull up your file?

Speaker speaker\_1: 8852.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Felisa Williams. F as in Frank, E-L-I-S-A, Williams, with a S at the end.

Speaker speaker\_0: Okay. Thank you, Miss Williams. Um, for security reasons and just to make sure I am in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: Say it again, the address and date of birth?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay. Uh, 5220 Queen Christina Lane, and that's Jackson, Mississippi, and my date of birth was 7-6-74.

Speaker speaker\_0: Thank you for the information. Okay, we have a phone number on file, 601-665-5367, and Felicia, your first name, .williams, your last name, @yahoo.com is your email.

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right. So first, um, I'm not sure if you know or you are aware that these insurance are not like major insurance. They already have a set amount that they gonna pay. Anything above that amount will be your responsibility. Um, they have three diff- four different medical plans. Have you seen the Benefit Guide at all?

Speaker speaker\_1: Well, I was looking through the, uh, with the email that they sent, and I was looking through, uh, on each one of them, and one of them, the Elite, I believe, caught my eye.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: I mean, not the Elite but the VIP, I'm sorry.

Speaker speaker\_0: Yeah. The VIP Standard, so, um, if you will go to the VIP Standard and see below of the information below, it's, um, column. The amount that you see there, that's the amount that the insurance gonna pay for the benefits that are listed on the left-hand side. For example-

Speaker speaker\_1: Okay, hold on.

Speaker speaker\_0: If, uh...

Speaker speaker\_1: Let me see 'cause I think I actually did not open up the whole email. Um, I think it was only-

Speaker speaker\_0: No, um, if it's a PDF file, it should have, like, 20 pages.

Speaker speaker\_1: No, I don't think I opened up the whole email thing.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: I don't think I opened up that whole thing. It's just really actually showing, uh, like a little-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... brief, little-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... thing here.

Speaker speaker\_0: Okay. Well, I-

Speaker speaker\_1: It's just showing the Benefits in a Car, Offers, VIP.

Speaker speaker\_0: Oh, I understand. So if you would like, I could send you the Benefit Guide. It will be easier for you to understand the benefits and what they mean.

Speaker speaker\_1: Okay, yeah, that'll be fine. Yeah.

Speaker speaker\_0: Yeah. Let me see. You have until the... until the 12th of May to enroll.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: So on the Benefit Guide, when you get it, you will see under each plan, like I said, the column, each plan, the amount that you see there, that's the amount that the insurance already have set to pay for the benefits-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... listed on the left-hand side. Um-

Speaker speaker\_1: Okay, so it might be-

Speaker speaker\_0: There's a form as well that you're gonna...

Speaker speaker\_1: So you're saying the one that they have on the email, the prices might be different than the one they have on the email, right?

Speaker speaker\_0: Um, um, well, I don't know if you have, like, the details. For example, how much they gonna pay for a doctor's visit.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And, like, if you stay in the hospital in confinement.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So I'm not sure if that's the one you have.

Speaker speaker\_1: Okay, okay.

Speaker speaker\_0: Okay? And, um, they also have, like, a plan that is more towards the traditional. That plan does have a high deductible that you have to meet before... just by paying 100%, that's also there. And there'll-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... be other options that they, that they offer, like dental, vision. Everything is gonna be in there.

Speaker speaker\_1: Okay.

Speaker speaker\_0: If you have questions after you start reading it, you could give us a call, and we could go over it with you, with the, um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: Right?

Speaker speaker\_1: That would be nice.

Speaker speaker\_0: Yeah. Tomorrow we won't be here. Um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: But we'll be back on Monday at 8:00 in the morning to 8:00-

Speaker speaker\_1: Mm-hmm, fine.

Speaker speaker\_0: ... in the afternoon, in the night.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: All right?

Speaker speaker\_1: Okay, good deal.

Speaker speaker\_0: Okay. Okay, um, check your spam and junk mail. The email might go there, all right?

Speaker speaker\_1: Okay, got it.

Speaker speaker\_0: And it comes as an info@benefitsinacar. All right?

Speaker speaker\_1: Okay, just a second.

Speaker speaker\_0: Oh, I haven't sent it out yet. It's-

Speaker speaker\_1: Okay, okay, okay.

Speaker speaker\_0: I'm getting ready to send it. It's, my system is a little slow. But you should be good-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... in, in a minute or so. Anything else I could do for you, ma'am?

Speaker speaker\_1: That'd be it, and I thank you so much for helping me.

Speaker speaker\_0: All right . Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: You too. Thank you.