

## **Transcript: Pamela**

**Blanc-6210230727917568-5991095456677888**

### **Full Transcript**

Thank you for calling Benefits in a Car. This is Pamela. Hi, this is... Hi. Uh, my name is LeVon Fisher and I'm just calling because I was informed by my employer that there's going to be changes to my benefits, so I'm just calling to make sure I understand everything that's changing. Okay. And what's the na- the name of the staffing agency, sir? Uh, WSI. All right. And the last four digits of your Social, to see if we have your file already in the system? 6625. And you say your first and last name is? F- as in Frank, I-S-H-E-R, Fisher. And you said it's, it's 6625 is your last name. I mean, I'm sorry, your last four digits. Just bear with me. Let me look, pull up your file. Let me... Give me one second. Okay. Give me one sec-... Okay. The system, system is so slow today. This is... 567- Let me put you in a b- a brief hold, because I'm, I cannot pull that up. Just bear with me, okay? Okay. Thank you. Are you there? Uh, yes. Okay. I'm sorry. Yes. I thought I lost you. Okay. So Mr. Fisher, 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? 122 South Window Drive, Battle Creek, Michigan, 49037. Birthday, June 4th, 1985. Thank you for the information. Um, we have a telephone number of 526-9589-2700. Correct. So it depends that you have a dental, vision and the VIP Classic? Uh... Mm-hmm. So, with the VIP Classic... The system is so slow today. Let's see. Um, the way it works, um, let's say if you wanted- Hold on. Could you hold on? I gotta, uh, call someone now. I'll, I'll be right back. I just gotta an- answer this call. No problem. Okay. Hello? Yes, I'm here. Yeah. This is, uh, this is... I'm back. Okay. So I could, um, explain to you how the benefits work. I don't know if you're aware that these are not like the major insurance. They already have this set amount that they're going to pay. Anything above that amount will be your responsibility. We have a benefit guide as, uh, also that I could email, mail it to you. You can have it- Yeah, yeah, you can just send it to my email. Okay. Let me, um, can you spell your email for me? So it's my last name, Fisher, and then my first name, LeVon. So it's fisherlevon@gmail.com. Oh, that was easy. All right. I will go ahead and do that. The email will be coming in from info@benefitsinacar. Check your spam and junk mail. It might go there. Right? If you have- Okay. ... any questions after you receive it, just give us- Um. ... a call. We'll be more happy to assist you. Yeah. Yeah. I've just always had issues using the dental. Like, I've been paying for this for five months and I haven't been to the dentist once, 'cause it's like so hard for me to figure out how to even use it. Like, when I call, um, the car, they're like, "Oh, we're not a dental provider. You have to get in touch with a dental provider." And I'm like, "Okay, if it's not a dent- you're not a dental provider, then what am I paying for?" So it's kinda confusing. I understand. So both of the benefit guide I have sent it to you for your dental and vision. I will... I mean, I'm sorry. I'm in the process to send it to you. And, um, uh, like I said, if you have any other questions, just give us a call. We'll be more than happy to help you. Okay. All right. Thank you. Bye-bye. Thank you for giving us a call. Have a great rest of the day. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Car. This is Pamela.

Speaker speaker\_1: Hi, this is... Hi. Uh, my name is LeVon Fisher and I'm just calling because I was informed by my employer that there's going to be changes to my benefits, so I'm just calling to make sure I understand everything that's changing.

Speaker speaker\_0: Okay. And what's the na- the name of the staffing agency, sir?

Speaker speaker\_1: Uh, WSI.

Speaker speaker\_0: All right. And the last four digits of your Social, to see if we have your file already in the system?

Speaker speaker\_1: 6625.

Speaker speaker\_0: And you say your first and last name is?

Speaker speaker\_1: F- as in Frank, I-S-H-E-R, Fisher.

Speaker speaker\_0: And you said it's, it's 6625 is your last name. I mean, I'm sorry, your last four digits. Just bear with me. Let me look, pull up your file. Let me... Give me one second. Okay. Give me one sec-... Okay. The system, system is so slow today. This is... 567- Let me put you in a b- a brief hold, because I'm, I cannot pull that up. Just bear with me, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Thank you. Are you there?

Speaker speaker\_1: Uh, yes.

Speaker speaker\_0: Okay. I'm sorry.

Speaker speaker\_1: Yes.

Speaker speaker\_0: I thought I lost you. Okay. So Mr. Fisher, 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: 122 South Window Drive, Battle Creek, Michigan, 49037. Birthday, June 4th, 1985.

Speaker speaker\_0: Thank you for the information. Um, we have a telephone number of 526-9589-2700.

Speaker speaker\_1: Correct.

Speaker speaker\_0: So it depends that you have a dental, vision and the VIP Classic? Uh...

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So, with the VIP Classic... The system is so slow today. Let's see. Um, the way it works, um, let's say if you wanted-

Speaker speaker\_1: Hold on. Could you hold on? I gotta, uh, call someone now. I'll, I'll be right back. I just gotta an- answer this call.

Speaker speaker\_0: No problem.

Speaker speaker\_1: Okay. Hello?

Speaker speaker\_0: Yes, I'm here.

Speaker speaker\_1: Yeah. This is, uh, this is... I'm back.

Speaker speaker\_0: Okay. So I could, um, explain to you how the benefits work. I don't know if you're aware that these are not like the major insurance. They already have this set amount that they're going to pay. Anything above that amount will be your responsibility. We have a benefit guide as, uh, also that I could email, mail it to you. You can have it-

Speaker speaker\_1: Yeah, yeah, you can just send it to my email.

Speaker speaker\_0: Okay. Let me, um, can you spell your email for me?

Speaker speaker\_1: So it's my last name, Fisher, and then my first name, LeVon. So it's fisherlevon@gmail.com.

Speaker speaker\_0: Oh, that was easy. All right. I will go ahead and do that. The email will be coming in from info@benefitsinacar. Check your spam and junk mail. It might go there. Right? If you have-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... any questions after you receive it, just give us-

Speaker speaker\_1: Um.

Speaker speaker\_0: ... a call. We'll be more happy to assist you.

Speaker speaker\_1: Yeah. Yeah. I've just always had issues using the dental. Like, I've been paying for this for five months and I haven't been to the dentist once, 'cause it's like so hard for me to figure out how to even use it. Like, when I call, um, the car, they're like, "Oh, we're not a dental provider. You have to get in touch with a dental provider." And I'm like, "Okay, if it's not a dent- you're not a dental provider, then what am I paying for?" So it's kinda confusing.

Speaker speaker\_0: I understand. So both of the benefit guide I have sent it to you for your dental and vision. I will... I mean, I'm sorry. I'm in the process to send it to you. And, um, uh, like I said, if you have any other questions, just give us a call. We'll be more than happy to help you.

Speaker speaker\_1: Okay. All right. Thank you. Bye-bye.

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

Speaker speaker\_1: Bye.