

## **Transcript: Pamela**

**Blanc-6216051778699264-4541955667968000**

### **Full Transcript**

Thank you for calling Benefits Center of Georgia. This is Pamela speaking. How may I help you? Yes, ma'am. I'm trying to set up my, uh, thing because... And it wants me to put in a participant number, or ID, and I don't have one. I'm gonna see if y'all can give me what that is. Uh... Okay, so you're trying to, uh, enroll online? Yeah. It's, uh, I was... Supposed to already been there. I've already gotten my first check from Wagner so I should be eligible. Uh, she just sent me a note. Somebody sent me a link just now and I'm trying to enroll, the new, new enroll on it, but I don't have a participant ID. Okay, so let me get the last four digits of your Social so I can pull up your file. It's 4319. Yeah. 4319. And who you work for? Wagner. First and last name, sir? Say that again? Your first and last name? James Pittman. Mr. Pittman, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 12/09/92 , 165 Pleasant Hills Drive, Covington, Georgia. And what was the date of birth, sir? Sorry. What? 12/09/92. All right. Thank you for the information. I have a phone number on file, 404-953-1991. And your email is marcus.pittman, your last name- Yep. ... 23934, uh, email. That's it. Okay. So... Your benefits are still pending, and what is it that you wanna change, sir? No, how are they still pending, man? I called... Wagner said they've already approved it, sent it in. They sent me a mail... Letter showing it's paid to y'all. And it says I'm... Y'all's thing says after my first check, I- Uh-huh. ... have benefits, but I've already gotten a check. Okay, have you seen the deductions on your payroll? Yes, it's all come out of my check. How many times? One time. It said that would be available after the first check. So we have not... It's not showing here in our system yet. Um, the deductions, we have not received it. It's not showing here. What I could do if you want, I could send you an email with a document request that you could send a copy of your pay stub showing the deductions and have the back office contact your employer and see why we haven't received it. But it's not showing in our system yet. Okay. Yeah, u- you could do that. That'd be great. All right. So the email will be coming in from info@benefitscenterofgeorgia. Check your spam and junk mail, it might go there. When you send the information, reply to the same email, sir. Yes. All right. Um, and after we receive the information from you, it takes about 24 to 48 hours for us to get back to you. I will be calling you myself. Um, is there a specific time to call you, sir? Hmm, it don't matter. Right. So as soon as we get that information from you and it's reviewed by the back office and we'll get... We'll contact you. Okay, that'll work. Thank you. All right. All right, thank you for giving us a call. Have a great rest of the day, sir. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits Center of Georgia. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Yes, ma'am. I'm trying to set up my, uh, thing because... And it wants me to put in a participant number, or ID, and I don't have one. I'm gonna see if y'all can give me what that is.

Speaker speaker\_0: Uh... Okay, so you're trying to, uh, enroll online?

Speaker speaker\_1: Yeah. It's, uh, I was... Supposed to already been there. I've already gotten my first check from Wagner so I should be eligible. Uh, she just sent me a note. Somebody sent me a link just now and I'm trying to enroll, the new, new enroll on it, but I don't have a participant ID.

Speaker speaker\_0: Okay, so let me get the last four digits of your Social so I can pull up your file.

Speaker speaker\_1: It's 4319.

Speaker speaker\_0: Yeah. 4319. And who you work for?

Speaker speaker\_1: Wagner.

Speaker speaker\_0: First and last name, sir?

Speaker speaker\_1: Say that again?

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: James Pittman.

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

Speaker speaker\_1: 12/09/92 , 165 Pleasant Hills Drive, Covington, Georgia.

Speaker speaker\_0: And what was the date of birth, sir? Sorry.

Speaker speaker\_1: What? 12/09/92.

Speaker speaker\_0: All right. Thank you for the information. I have a phone number on file, 404-953-1991. And your email is marcus.pittman, your last name-

Speaker speaker\_1: Yep.

Speaker speaker\_0: ... 23934, uh, email.

Speaker speaker\_1: That's it.

Speaker speaker\_0: Okay. So... Your benefits are still pending, and what is it that you wanna change, sir?

Speaker speaker\_1: No, how are they still pending, man? I called... Wagner said they've already approved it, sent it in. They sent me a mail... Letter showing it's paid to y'all. And it

says I'm... Y'all's thing says after my first check, I-

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: ... have benefits, but I've already gotten a check.

Speaker speaker\_0: Okay, have you seen the deductions on your payroll?

Speaker speaker\_1: Yes, it's all come out of my check.

Speaker speaker\_0: How many times?

Speaker speaker\_1: One time. It said that would be available after the first check.

Speaker speaker\_0: So we have not... It's not showing here in our system yet. Um, the deductions, we have not received it. It's not showing here. What I could do if you want, I could send you an email with a document request that you could send a copy of your pay stub showing the deductions and have the back office contact your employer and see why we haven't received it. But it's not showing in our system yet.

Speaker speaker\_1: Okay. Yeah, u- you could do that. That'd be great.

Speaker speaker\_0: All right. So the email will be coming in from [info@benefitscenterofgeorgia](mailto:info@benefitscenterofgeorgia). Check your spam and junk mail, it might go there. When you send the information, reply to the same email, sir.

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. Um, and after we receive the information from you, it takes about 24 to 48 hours for us to get back to you. I will be calling you myself. Um, is there a specific time to call you, sir?

Speaker speaker\_1: Hmm, it don't matter.

Speaker speaker\_0: Right. So as soon as we get that information from you and it's reviewed by the back office and we'll get... We'll contact you.

Speaker speaker\_1: Okay, that'll work. Thank you.

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

Speaker speaker\_1: You too.