

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi, there. I am just calling on the status of my... I had sent in some COBRA paperwork for Benefits in a Card, and I was just calling on the status of that paperwork. Okay. So, what's the name of the temp agency you work for? It was BG Staffing. Uh... The last four digits of your Social, please? 3028. 3028. Last name? Sartucci. S-A-R-T-U-C-C-I. Ms. Sartucci, for security reasons, just to make sure we are in the correct file- Mm-hmm. ... can you please verify your complete address and date of birth? Yep. It's, uh, 12254 Winfield Lakes Circle, Jacksonville, Florida, 32246. My birthday is 10-23-95. Thank you for the information. We have a telephone number on file, say 8-781-789-8446- 8443. I mean, 8443. I'm sorry. Yeah. And your email is jm, your last name, @comcast.net? And, um- That's correct, yeah. Okay. So, can you repeat, what is it that you need with the benefits? Sorry about that. Sure. So, I had filled out and mailed in my COBRA paperwork with a check, um, for coverage for the next month. I just wanted to see if my COBRA paperwork had made it there and my account is active. Yeah, yeah, yeah. So, um, we, uh, we need to look at this. I've gotten "activate your account" emailed, but it won't load anything. Okay. Uh, we are not COBRA. Next time you give us a call, uh, your option will be option one. Okay. Because, uh, it will direct you to the role on it. Oh, the COBRA line? Mm-hmm. Okay. So, let me transfer you to COBRA. Okay, thank you. 'Cause we don't have access to their information here. Bear with me. Yeah, yeah. Okay, thank you. Mm... Sure.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, there. I am just calling on the status of my... I had sent in some COBRA paperwork for Benefits in a Card, and I was just calling on the status of that paperwork.

Speaker speaker_0: Okay. So, what's the name of the temp agency you work for?

Speaker speaker_1: It was BG Staffing.

Speaker speaker_0: Uh... The last four digits of your Social, please?

Speaker speaker_1: 3028.

Speaker speaker_0: 3028. Last name?

Speaker speaker_1: Sartucci. S-A-R-T-U-C-C-I.

Speaker speaker_0: Ms. Sartucci, for security reasons, just to make sure we are in the correct file-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... can you please verify your complete address and date of birth?

Speaker speaker_1: Yep. It's, uh, 12254 Winfield Lakes Circle, Jacksonville, Florida, 32246. My birthday is 10-23-95.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, say 8-781-789-8446-

Speaker speaker_1: 8443.

Speaker speaker_0: I mean, 8443. I'm sorry. Yeah. And your email is jm, your last name, @comcast.net? And, um-

Speaker speaker_1: That's correct, yeah.

Speaker speaker_0: Okay. So, can you repeat, what is it that you need with the benefits? Sorry about that.

Speaker speaker_1: Sure. So, I had filled out and mailed in my COBRA paperwork with a check, um, for coverage for the next month. I just wanted to see if my COBRA paperwork had made it there and my account is active.

Speaker speaker_0: Yeah, yeah, yeah. So, um, we, uh, we need to look at this.

Speaker speaker_1: I've gotten "activate your account" emailed, but it won't load anything.

Speaker speaker_0: Okay. Uh, we are not COBRA. Next time you give us a call, uh, your option will be option one.

Speaker speaker_1: Okay.

Speaker speaker_0: Because, uh, it will direct you to the role on it.

Speaker speaker_1: Oh, the COBRA line?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay.

Speaker speaker_0: So, let me transfer you to COBRA.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: 'Cause we don't have access to their information here. Bear with me.

Speaker speaker_1: Yeah, yeah. Okay, thank you.

Speaker speaker_0: Mm... Sure.