

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you. Thank you for calling Benefits and Accords. This is Pamela speaking. How may I help you? Hi, I'm calling for my husband, Christopher Bartlow. Um, Morales gave him this number to set up for his benefits. Is he there with you? He is. All right, you said Morales? Yes. Okay. I'm going to need the last four digits of his Social. 9350. There you go. His first and last name? Christopher Bartlow. Um, can you please put, uh, Mr. Bartlow on the phone? I need to verify his information. Okay. She needs to verify her information. Hello? Mr. Bartlow, can you please verify the complete address and date of birth for security reasons and to make sure I am in the correct file? Uh, yes, it is 9035 West Main Street, Williamsport, Indiana, 47993. And my date of birth is 01/07/92. Last four Social is 9350. And you guys- And I gave you guys consent to talk to Kaitlin. It's just easier because I'm getting ready for work. No problem. Um, we do not have a telephone number here in case we need to contact you. Can you, uh, the telephone number you're calling is a good number to reach you? Yeah. Yeah. Okay. All right, and we have the email which is the last name, 1518@gmail.com? Yes. All right. And when does Mr. Bartlow started working for Morales? Um, hey, when is your date of hire for this? Uh. 'Cause I don't remember. His 90 days- But it doesn't have to be, it doesn't have to be specific, like at least a month. I'm looking through the paper. Um, I don't know exactly. Um, his 90 days was like last weekend, so. Yeah. Okay. So, he has, um, 30 days- Mm-hmm. ... from his first paycheck to enroll in the benefits, uh, which they already expired. Yes. Oh, um, he had another reason. So he had insurance with the state, and then the state dropped him because he made too much money. So they said that that was a reason for him to pick up benefits. Unqualified. Yep. Yes. Okay. So I could send, you know, to the email, uh- Right. Hold on, baby. ... instructions of the stuff that we need from you- Okay. ... um, to send to us. And also, it, it will be up to you. It probably going to take the same amount of days to, by the time you send information is processed. It's not going to be done until Monday. Okay. So on Monday, Morales open enrollment starts. So it's up to you if you want to wait until Monday or send the information. Okay. But, you know, so like I'm going to send you the information today. Um, you're going to need to send us a letter stating that the benefits were dropped and is showing the date from the state. It's a letter that you get from them. Okay. Do you have that letter? Um, no, I don't know but I could probably print it off from online. I could probably, they probably put a notice online as well. Okay, so like I said, I will send you the information and you decide if there, if you want to do the paperwork or wait until Monday to enroll, which is open enrollment anyway. Chris, if Monday is open enrollment, do we just want to wait until Monday? Yeah. We can just wait until Monday, so. Mm-hmm, no problem. Just remember Monday- And then Monday we- ... we here, we here- Hi. ... from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Um, I will send you the benefit guide so that way you guys can go over it and-

Okay. ... check the plans and, and the prices of what they offer. Okay, thank you. All right, anything else I can do for you? That's everything. All right, thank you. Have a great rest of this day. Thank you, you too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you.

Speaker speaker_2: Thank you for calling Benefits and Accords. This is Pamela speaking. How may I help you?

Speaker speaker_3: Hi, I'm calling for my husband, Christopher Bartlow. Um, Morales gave him this number to set up for his benefits.

Speaker speaker_2: Is he there with you?

Speaker speaker_3: He is.

Speaker speaker_2: All right, you said Morales?

Speaker speaker_3: Yes.

Speaker speaker_2: Okay. I'm going to need the last four digits of his Social.

Speaker speaker_3: 9350.

Speaker speaker_2: There you go. His first and last name?

Speaker speaker_3: Christopher Bartlow.

Speaker speaker_2: Um, can you please put, uh, Mr. Bartlow on the phone? I need to verify his information.

Speaker speaker_3: Okay. She needs to verify her information.

Speaker speaker_4: Hello?

Speaker speaker_2: Mr. Bartlow, can you please verify the complete address and date of birth for security reasons and to make sure I am in the correct file?

Speaker speaker_4: Uh, yes, it is 9035 West Main Street, Williamsport, Indiana, 47993. And my date of birth is 01/07/92. Last four Social is 9350.

Speaker speaker_2: And you guys-

Speaker speaker_4: And I gave you guys consent to talk to Kaitlin. It's just easier because I'm getting ready for work.

Speaker speaker_2: No problem. Um, we do not have a telephone number here in case we need to contact you. Can you, uh, the telephone number you're calling is a good number to

reach you?

Speaker speaker_3: Yeah.

Speaker speaker_4: Yeah.

Speaker speaker_2: Okay. All right, and we have the email which is the last name, 1518@gmail.com?

Speaker speaker_3: Yes.

Speaker speaker_2: All right. And when does Mr. Bartlow started working for Morales?

Speaker speaker_3: Um, hey, when is your date of hire for this?

Speaker speaker_4: Uh.

Speaker speaker_3: 'Cause I don't remember. His 90 days-

Speaker speaker_2: But it doesn't have to be, it doesn't have to be specific, like at least a month.

Speaker speaker_4: I'm looking through the paper.

Speaker speaker_3: Um, I don't know exactly. Um, his 90 days was like last weekend, so.

Speaker speaker_4: Yeah.

Speaker speaker_2: Okay. So, he has, um, 30 days-

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: ... from his first paycheck to enroll in the benefits, uh, which they already expired.

Speaker speaker_3: Yes. Oh, um, he had another reason. So he had insurance with the state, and then the state dropped him because he made too much money. So they said that that was a reason for him to pick up benefits.

Speaker speaker_2: Unqualified.

Speaker speaker_3: Yep.

Speaker speaker_2: Yes. Okay. So I could send, you know, to the email, uh-

Speaker speaker_3: Right. Hold on, baby.

Speaker speaker_2: ... instructions of the stuff that we need from you-

Speaker speaker_3: Okay.

Speaker speaker_2: ... um, to send to us. And also, it, it will be up to you. It probably going to take the same amount of days to, by the time you send information is processed. It's not going to be done until Monday.

Speaker speaker_3: Okay.

Speaker speaker_2: So on Monday, Morales open enrollment starts. So it's up to you if you want to wait until Monday or send the information.

Speaker speaker_3: Okay.

Speaker speaker_2: But, you know, so like I'm going to send you the information today. Um, you're going to need to send us a letter stating that the benefits were dropped and is showing the date from the state. It's a letter that you get from them.

Speaker speaker_3: Okay.

Speaker speaker_2: Do you have that letter?

Speaker speaker_3: Um, no, I don't know but I could probably print it off from online. I could probably, they probably put a notice online as well.

Speaker speaker_2: Okay, so like I said, I will send you the information and you decide if there, if you want to do the paperwork or wait until Monday to enroll, which is open enrollment anyway.

Speaker speaker_3: Chris, if Monday is open enrollment, do we just want to wait until Monday?

Speaker speaker_4: Yeah.

Speaker speaker_3: We can just wait until Monday, so.

Speaker speaker_2: Mm-hmm, no problem. Just remember Monday-

Speaker speaker_3: And then Monday we-

Speaker speaker_2: ... we here, we here-

Speaker speaker_3: Hi.

Speaker speaker_2: ... from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Um, I will send you the benefit guide so that way you guys can go over it and-

Speaker speaker_3: Okay.

Speaker speaker_2: ... check the plans and, and the prices of what they offer.

Speaker speaker_3: Okay, thank you.

Speaker speaker_2: All right, anything else I can do for you?

Speaker speaker_3: That's everything.

Speaker speaker_2: All right, thank you. Have a great rest of this day.

Speaker speaker_3: Thank you, you too.

Speaker speaker_2: Bye-bye.