

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? Hi, Pamela. I'm needing to, uh, get the, uh, insurance started. Who do you work for, sir? I, I work for Surge. Okay. May I have the last four digits of your Social so I can pull up your file? 5108. 5108. And your first and last name? Lewis, Johnson. Mr. Lewis Johnson. Yes. Can you please first, um, verify the complete address and date of birth for security reasons to make sure I am in the correct file? Yes. 5521 County Road 121, Fort Payne, Alabama 35968. The birth date is 05/15/1973. All right. Thank you for the information. We have a telephone number on file which is 256-706-1180. Yes. All right. And your email is M-l-t-e-w-1972. It's L- l-m... It's, uh, m-t-l-e-w-1972@gmail. Yes. All right. So let's see. And do you know what plan would you like to enroll to? Uh, the, uh, uh... My, my wife said the, the, uh, VIP Standard. VIP Standard is for you or, and your wife? Just myself. Okay. VIP Standard. Anything else besides the medical plan, sir? That's it. All right. So the benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be authorized to generate in the system and it will be emailed to you. Now, if you need a physical card after the benefits are active, you have to give us a call to request it or to the actual carrier. All right? Okay. Anything else - All right. ... I talked about with you, sir? I, I do need to ask now, i- n- is it, uh... Who is the carrier? It's called APL, American Public Life. Okay. It's not, not through the Marketplace thing, is it? No, sir. Okay. All right. Well, thank you very much for your time. 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 in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, Pamela. I'm needing to, uh, get the, uh, insurance started.

Speaker speaker_0: Who do you work for, sir?

Speaker speaker_1: I, I work for Surge.

Speaker speaker_0: Okay. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: 5108.

Speaker speaker_0: 5108. And your first and last name?

Speaker speaker_1: Lewis, Johnson.

Speaker speaker_0: Mr. Lewis Johnson.

Speaker speaker_1: Yes.

Speaker speaker_0: Can you please first, um, verify the complete address and date of birth for security reasons to make sure I am in the correct file?

Speaker speaker_1: Yes. 5521 County Road 121, Fort Payne, Alabama 35968. The birth date is 05/15/1973.

Speaker speaker_0: All right. Thank you for the information. We have a telephone number on file which is 256-706-1180.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And your email is M-I-t-e-w-1972.

Speaker speaker_1: It's L- I-m... It's, uh, m-t-l-e-w-1972@gmail.

Speaker speaker_0: Yes. All right. So let's see. And do you know what plan would you like to enroll to?

Speaker speaker_1: Uh, the, uh, uh... My, my wife said the, the, uh, VIP Standard.

Speaker speaker_0: VIP Standard is for you or, and your wife?

Speaker speaker_1: Just myself.

Speaker speaker_0: Okay. VIP Standard. Anything else besides the medical plan, sir?

Speaker speaker_1: That's it.

Speaker speaker_0: All right. So the benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be authorized to generate in the system and it will be emailed to you. Now, if you need a physical card after the benefits are active, you have to give us a call to request it or to the actual carrier. All right?

Speaker speaker_1: Okay.

Speaker speaker_0: Anything else -

Speaker speaker_1: All right.

Speaker speaker_0: ... I talked about with you, sir?

Speaker speaker_1: I, I do need to ask now, i- n- is it, uh... Who is the carrier?

Speaker speaker_0: It's called APL, American Public Life.

Speaker speaker_1: Okay. It's not, not through the Marketplace thing, is it?

Speaker speaker_0: No, sir.

Speaker speaker_1: Okay. All right. Well, thank you very much for your time.

Speaker speaker_0: Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker_1: You too.