

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? Yes, I was trying to, uh, enroll. Excuse me? I said I was calling to enroll. 1234... What are you here for? Hello? Who did you work for? Manneken. Manneken, may I have the last four digits of your Social? 4934. 4924? 34. 4934. First and last name? Lavar Warren. I couldn't hear you, sir. I'm so sorry. Lavar Warren. Okay. Lavar. And you said you work for Manneken? Yes. I'm here at the office right now. All right. Gary Rose, Rose. Mr. Rose? Okay, so 1999... All right. So, I do not have an address, date of birth or any of that information to complete your file. Can you provide me your mailing address? 1005 Lacroix Avenue. 1005? 1005 Lacroix Avenue. Can you spell that for me please? L-A-C-R-O-I-X Street. And the city? Akron, Ohio. And the ZIP Code? 44307. You, um, are a coding officer and it's... I'm not able to hear you. 44307. Thank you, and your date of birth? 11/05/1977. 1977. Okay. Is the telephone number you're calling from has a number to reach you? Yes. 330-937-3362. Yes, sir. Bear with me. One second. Almost done. Okay. Mr. Ross, um, do you know what plan would you like to enroll to? You said, do I know what plant I would like to enroll to? In what, um, plan would you like to enroll? Oh, uh, what plans do you have? Okay. So Manneken offer different medical plans and options. Um, give me one second. Let me see here. Okay. So they offer three different medical plans in the options like dental and vision. Um, these plans are not like major insurance. They already have a set amount that the insurance gonna cover. Anything above that amount will be your responsibility. Mm-hmm. Um, have you seen the benefit guide? Say that again? Have you seen the benefit guide with the coverage that they offer? No, not yet. All right. If you have an email, um, I could go ahead and send it to you. You still have until the, uh, 30th to enroll in the benefits. That way you could see the plan that they offer and just use the, the one there are more appropriate for you. Okay. And I can... My email is varro133@gmail.com. Ross1... 33@gmail? No. Z-A-R-W-A-R-R-E, 33@gmail.com. Okay. All right. So we're gonna be sending you the email. It will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. Allow like a minute or so for you to receive it. And just keep in mind, you have until the 30th to enroll. Okay. Right? And what, uh, and what is the email address did you send? Give me one second. Let me go back to that page, sir. Bear with me. Me. Ugh. Bear with me. This one is so slow. Ugh, Jesus. Not home. Give me one more second. Ugh. I'm just waiting for the... the screen to change. It's just loading. Mm-hmm. All right. And, so, the email is C-A-R-R-R-W-A-R-R-E3@Gmail.com. It's V as in Vernon, A as in artist, R as in ride, W-A-R-R-E-N. Oh, okay then. Sorry. Okay. All right, let's see. Okay. I went ahead and created the email and sent it out. Um, can I say you have until the 30th to enroll? Mm-hmm. And, you could do it online or could give us a call whenever you're ready to enroll. Okay. All right. Thank you for giving us a call today, sir. Have a great rest of the day.

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: Yes, I was trying to, uh, enroll.

Speaker speaker_0: Excuse me?

Speaker speaker_1: I said I was calling to enroll. 1234...

Speaker speaker_0: What are you here for?

Speaker speaker_1: Hello?

Speaker speaker_0: Who did you work for?

Speaker speaker_1: Manneken.

Speaker speaker_0: Manneken, may I have the last four digits of your Social?

Speaker speaker_1: 4934.

Speaker speaker_0: 4924?

Speaker speaker_1: 34. 4934.

Speaker speaker_0: First and last name?

Speaker speaker_1: Lavar Warren.

Speaker speaker_0: I couldn't hear you, sir. I'm so sorry.

Speaker speaker_1: Lavar Warren.

Speaker speaker_0: Okay. Lavar. And you said you work for Manneken?

Speaker speaker_1: Yes. I'm here at the office right now.

Speaker speaker_0: All right. Gary Rose, Rose. Mr. Rose? Okay, so 1999... All right. So, I do not have an address, date of birth or any of that information to complete your file. Can you provide me your mailing address?

Speaker speaker_1: 1005 Lacroix Avenue.

Speaker speaker_0: 1005?

Speaker speaker_1: 1005 Lacroix Avenue.

Speaker speaker_0: Can you spell that for me please?

Speaker speaker_1: L-A-C-R-O-I-X Street.

Speaker speaker_0: And the city?

Speaker speaker_1: Akron, Ohio.

Speaker speaker_0: And the ZIP Code?

Speaker speaker_1: 44307.

Speaker speaker_0: You, um, are a coding officer and it's... I'm not able to hear you.

Speaker speaker_1: 44307.

Speaker speaker_0: Thank you, and your date of birth?

Speaker speaker_1: 11/05/1977.

Speaker speaker_0: 1977. Okay. Is the telephone number you're calling from has a number to reach you?

Speaker speaker_1: Yes. 330-937-3362.

Speaker speaker_0: Yes, sir. Bear with me. One second. Almost done. Okay. Mr. Ross, um, do you know what plan would you like to enroll to?

Speaker speaker_1: You said, do I know what plan I would like to enroll to?

Speaker speaker_0: In what, um, plan would you like to enroll?

Speaker speaker_1: Oh, uh, what plans do you have?

Speaker speaker_0: Okay. So Manneken offer different medical plans and options. Um, give me one second. Let me see here. Okay. So they offer three different medical plans in the options like dental and vision. Um, these plans are not like major insurance. They already have a set amount that the insurance gonna cover. Anything above that amount will be your responsibility.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, have you seen the benefit guide?

Speaker speaker_1: Say that again?

Speaker speaker_0: Have you seen the benefit guide with the coverage that they offer?

Speaker speaker_1: No, not yet.

Speaker speaker_0: All right. If you have an email, um, I could go ahead and send it to you. You still have until the, uh, 30th to enroll in the benefits. That way you could see the plan that they offer and just use the, the one there are more appropriate for you.

Speaker speaker_1: Okay.

Speaker speaker_0: And I can...

Speaker speaker_1: My email is varro133@gmail.com.

Speaker speaker_0: Ross1... 33@gmail?

Speaker speaker_1: No. Z-A-R-W-A-R-R-E, 33@gmail.com.

Speaker speaker_0: Okay. All right. So we're gonna be sending you the email. It will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. Allow like a minute or so for you to receive it. And just keep in mind, you have until the 30th to enroll.

Speaker speaker_1: Okay.

Speaker speaker_0: Right?

Speaker speaker_1: And what, uh, and what is the email address did you send?

Speaker speaker_0: Give me one second. Let me go back to that page, sir. Bear with me. Me. Ugh. Bear with me. This one is so slow. Ugh, Jesus. Not home. Give me one more second. Ugh. I'm just waiting for the... the screen to change. It's just loading.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: All right. And, so, the email is C-A-R-R-R-W-A-R-R-E3@Gmail.com.

Speaker speaker_2: It's V as in Vernon, A as in artist, R as in ride, W-A-R-R-E-N.

Speaker speaker_0: Oh, okay then. Sorry. Okay. All right, let's see. Okay. I went ahead and created the email and sent it out. Um, can I say you have until the 30th to enroll?

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: And, you could do it online or could give us a call whenever you're ready to enroll.

Speaker speaker_2: Okay.

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