

## **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. This is Rose Clearwater, and I have a question on when, uh, the deadline is for me to, uh, apply for health insurance. Who do you work for? I will have to pull up your files in order to provide you with that information. Okay. I work for Care Builders in Empire. And the last four digits of your social? Oh... Well, hold on, let me look it up. Okay. I'm sorry. That's all right. I think it's 19... I think it's 1942. Uh, let's see. 1942. 1942. And your first and last name? Rose Clearwater. Okay. Ms. Clearwater, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth. Uh, my shipping address is... it's a PO Box 3375. Uh, physical address is 1187 Hatchery Drive, Big Bear City, California 92314. Date of birth is July 4th, 2002. Thank you for the information. We have a telephone number on file, 909-936-1026. That's right, mm-hmm. Okay. So you do... Ooh. Unfortunately, your 30 days already been- Oh. ... up. Okay. Yeah, I wasn't sure if it was the, the 30 days from when I, uh, started working, um, at the- It's the 30 days- ... at the patient's home. Okay. ... from the first paycheck. And also, even though you get extra days with us, but it's already expired. Oh, it has? Okay. All right. Thank you so much. I appreciate it. No problem. Thank you for giving us a call. Have a great rest of the day.

### **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. This is Rose Clearwater, and I have a question on when, uh, the deadline is for me to, uh, apply for health insurance.

Speaker speaker\_0: Who do you work for? I will have to pull up your files in order to provide you with that information.

Speaker speaker\_1: Okay. I work for Care Builders in Empire.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: Oh... Well, hold on, let me look it up.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I'm sorry.

Speaker speaker\_0: That's all right.

Speaker speaker\_1: I think it's 19... I think it's 1942. Uh, let's see. 1942.

Speaker speaker\_0: 1942. And your first and last name?

Speaker speaker\_1: Rose Clearwater.

Speaker speaker\_0: Okay. Ms. Clearwater, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker\_1: Uh, my shipping address is... it's a PO Box 3375. Uh, physical address is 1187 Hatchery Drive, Big Bear City, California 92314. Date of birth is July 4th, 2002.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file, 909-936-1026.

Speaker speaker\_1: That's right, mm-hmm.

Speaker speaker\_0: Okay. So you do... Ooh. Unfortunately, your 30 days already been-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... up.

Speaker speaker\_1: Okay. Yeah, I wasn't sure if it was the, the 30 days from when I, uh, started working, um, at the-

Speaker speaker\_0: It's the 30 days-

Speaker speaker\_1: ... at the patient's home. Okay.

Speaker speaker\_0: ... from the first paycheck. And also, even though you get extra days with us, but it's already expired.

Speaker speaker\_1: Oh, it has? Okay. All right. Thank you so much. I appreciate it.

Speaker speaker\_0: No problem. Thank you for giving us a call. Have a great rest of the day.