

## Transcript: Pamela

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### Full Transcript

Thank you for calling Benefits and Your Card. This is Pamela speaking. How may I help you? Hi, I'm trying to, um, enroll in some benefits. Who do you c- who do you work for? Um, MAU. All right. May I have the last four digits of your Social? 7926. First and last name? Amuri, A-M-U-R-I. Lance, L-A-N-C-E. Miss Lance, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? 204 Mica, M-I-C-A Court, Charleston, South Carolina 29456, 51003. Okay. Let's see. It says, uh, we have a phone number on file, 843-471-4026, and your email is your first name, your last name @gmail.com. Can you repeat that phone number? 620-778-1984. Why? Your phone number? No, hold on. I'm so sorry. What? I was giving you the wrong number. 843-475-4026? Oh, yeah, correct. I'm sorry. I was reading off the Benefit Guide here. I'm sorry. Okay. Um, you... And then your email is your first name, last name@gmail.com Correct? Correct. All right. And you said you want to enroll? Yeah, I already have, um, some... I know it's open enrollment. I just need to change my health plan. I want to keep the rest that I already have, but I just want to upgrade my health plan. And what plan would you like to, uh, um, upgrade to stay healthy plan? The, the next, the next one, the insurance, the \$17, that's \$17. The, not the \$10 one, but the other one, the, um, \$17 one. \$17.39? Yeah. Okay. So your premium will be now \$31.22. The whole process does take one to two weeks for all changes to be completed. You might experience one or two deduction on the current rate until the new, uh- Do this. ... benefits become effective. All right? Okay. So I still have the dental, the short-term, individual, and then f... You got accident, vision, life, short-term disability, and dental. Okay. All right? Thank you. Uh, ID card should be arriving with one, one... I'm sorry. Should be arriving within seven to 10 days after benefits are active. Okay. And it go, it's gonna go directly to your email. They do not send physical card. Now, after benefits aren't- Okay. ... active, if you need a physical one, you could give us a call and we could request that for you. Okay. All right? Anything else I can do for you? All right. Thank you. No, ma'am, that's all. All right. Thank you for giving us a call today. Have a great rest of the day. You too. Thank you.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and Your Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi, I'm trying to, um, enroll in some benefits.

Speaker speaker\_0: Who do you c- who do you work for?

Speaker speaker\_1: Um, MAU.

Speaker speaker\_0: All right. May I have the last four digits of your Social?

Speaker speaker\_1: 7926.

Speaker speaker\_0: First and last name?

Speaker speaker\_1: Amuri, A-M-U-R-I. Lance, L-A-N-C-E.

Speaker speaker\_0: Miss Lance, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: 204 Mica, M-I-C-A Court, Charleston, South Carolina 29456, 51003.

Speaker speaker\_0: Okay. Let's see. It says, uh, we have a phone number on file, 843-471-4026, and your email is your first name, your last name @gmail.com.

Speaker speaker\_1: Can you repeat that phone number?

Speaker speaker\_0: 620-778-1984. Why?

Speaker speaker\_1: Your phone number?

Speaker speaker\_0: No, hold on. I'm so sorry.

Speaker speaker\_1: What?

Speaker speaker\_0: I was giving you the wrong number. 843-475-4026?

Speaker speaker\_1: Oh, yeah, correct.

Speaker speaker\_0: I'm sorry. I was reading off the Benefit Guide here. I'm sorry. Okay. Um, you... And then your email is your first name, last name@gmail.com Correct?

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right. And you said you want to enroll?

Speaker speaker\_1: Yeah, I already have, um, some... I know it's open enrollment. I just need to change my health plan. I want to keep the rest that I already have, but I just want to upgrade my health plan.

Speaker speaker\_0: And what plan would you like to, uh, um, upgrade to stay healthy plan?

Speaker speaker\_1: The, the next, the next one, the insurance, the \$17, that's \$17. The, not the \$10 one, but the other one, the, um, \$17 one.

Speaker speaker\_0: \$17.39?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. So your premium will be now \$31.22. The whole process does take one to two weeks for all changes to be completed. You might experience one or two deduction on the current rate until the new, uh-

Speaker speaker\_1: Do this.

Speaker speaker\_0: ... benefits become effective. All right?

Speaker speaker\_1: Okay. So I still have the dental, the short-term, individual, and then f...

Speaker speaker\_0: You got accident, vision, life, short-term disability, and dental.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right?

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Uh, ID card should be arriving with one, one... I'm sorry. Should be arriving within seven to 10 days after benefits are active.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And it go, it's gonna go directly to your email. They do not send physical card. Now, after benefits aren't-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... active, if you need a physical one, you could give us a call and we could request that for you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right? Anything else I can do for you?

Speaker speaker\_1: All right. Thank you. No, ma'am, that's all.

Speaker speaker\_0: All right. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker\_1: You too. Thank you.