

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Yeah, I just want to... I'm working through Suburban and they told me, they gave me this number. I want to apply for insurance. What's the name of the staffing agency? Morales. Okay. May I have the last three digits of your Social so I can pull up your file? 7055. Let me... One second. 7055. And what was your first and last name again? I'm sorry about that. Esmeralda Campachano. Campachano? Yeah. For some reason I noticed they put me Campachana, so I don't know if it's with an A. It should be an O, but for some reason once I was in, in our discussion I noticed there was an A. Oh, okay. Campachano. Here we go. Yeah, for some reason they put me- Campachano. ... with an A where I... It's with an O. Okay. Campachano. Campachano. Okay, um, Ms. Campachano, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 5596 Bingham Drive, Lafayette, Indiana 47905. And the date of birth? 09/02/'77. Thank you for the information. We have a telephone number on file... No. Never mind. There's a email we have on file with this Esmeralda, your first name, daRamos77@gmail.com. Correct. And we do not have a telephone number in case we need to contact you. Is the one you called my good number? Yes. This is the only one I have, actually. Just a cell phone. No problem. Let's see. Let me update that information, and we're good to go. Have you seen the benefit guide? No, uh, because when I, when I applied they told me within the month, and I tried to get a hold of them and they never return my... And then right now when I call them they're like, "Yeah, you have to call a different number." Okay. So I don't know what are options you guys have or anything. So we could give... I could go ahead and send you a benefit guide with all the prices and plan that they offer. You do have until the 31st of this month to, um, enroll in the benefits. Oh, okay. Yeah? That works for you? All right. Yeah. So the email will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. Allow me like a minute or so for you to receive it. Okay. All right. So is there- Go ahead. So in the junk mail, is that what you're saying? Yeah. You... Um, check there as well. It's coming from info@benefitsinacard. But allow me- Benefits- Like, um, Benefits In- Okay. ... A Card. But allow me like a minute or so for you to receive it, because the system is a little slow. All right? And remember you have until the 31st of this month to enroll. Hello? Yeah. I heard it. Hello? Okay. All right. Is there anything else I could do for you? No. What, what's it called again? Benefits In a Card. info@benefitsinacard. Benefits In- I haven't sent it out yet. So should I do it through email or I have to call you guys and then again, or? You could do it online if you would like to enroll, you will find it, the link in, on the benefit guide. If not you could give us a call and enroll over the phone. Okay. Drive, Walgreen, yeah. You guys ha- You haven't sent it right? Not yet. Ma'am. No. I haven't sent out. The system is kind of slow, so I'm generating the email

as we speak. So that's why I said to give me a minute or so to send it out. Okay. All right. Anything else that I could do for you? No, that's it. 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: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yeah, I just want to... I'm working through Suburban and they told me, they gave me this number. I want to apply for insurance.

Speaker speaker_1: What's the name of the staffing agency?

Speaker speaker_2: Morales.

Speaker speaker_1: Okay. May I have the last three digits of your Social so I can pull up your file?

Speaker speaker_2: 7055.

Speaker speaker_1: Let me... One second.

Speaker speaker_2: 7055.

Speaker speaker_1: And what was your first and last name again? I'm sorry about that.

Speaker speaker_2: Esmeralda Campachano.

Speaker speaker_1: Campachano?

Speaker speaker_2: Yeah. For some reason I noticed they put me Campachana, so I don't know if it's with an A. It should be an O, but for some reason once I was in, in our discussion I noticed there was an A.

Speaker speaker_1: Oh, okay. Campachano.

Speaker speaker_3: Here we go.

Speaker speaker_2: Yeah, for some reason they put me-

Speaker speaker_1: Campachano.

Speaker speaker_2: ... with an A where I... It's with an O.

Speaker speaker_1: Okay. Campachano. Campachano. Okay, um, Ms. Campachano, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: 5596 Bingham Drive, Lafayette, Indiana 47905.

Speaker speaker_1: And the date of birth?

Speaker speaker_2: 09/02/'77.

Speaker speaker_1: Thank you for the information. We have a telephone number on file... No. Never mind. There's a email we have on file with this Esmeralda, your first name, daRamos77@gmail.com.

Speaker speaker_2: Correct.

Speaker speaker_1: And we do not have a telephone number in case we need to contact you. Is the one you called my good number?

Speaker speaker_2: Yes. This is the only one I have, actually. Just a cell phone.

Speaker speaker_1: No problem. Let's see. Let me update that information, and we're good to go. Have you seen the benefit guide?

Speaker speaker_2: No, uh, because when I, when I applied they told me within the month, and I tried to get a hold of them and they never return my... And then right now when I call them they're like, "Yeah, you have to call a different number."

Speaker speaker_1: Okay.

Speaker speaker_2: So I don't know what are options you guys have or anything.

Speaker speaker_1: So we could give... I could go ahead and send you a benefit guide with all the prices and plan that they offer. You do have until the 31st of this month to, um, enroll in the benefits.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Yeah? That works for you? All right.

Speaker speaker_2: Yeah.

Speaker speaker_1: So the email will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. Allow me like a minute or so for you to receive it.

Speaker speaker_2: Okay.

Speaker speaker_1: All right.

Speaker speaker_2: So is there-

Speaker speaker_1: Go ahead.

Speaker speaker_2: So in the junk mail, is that what you're saying?

Speaker speaker_1: Yeah. You... Um, check there as well. It's coming from info@benefitsinacard. But allow me-

Speaker speaker_2: Benefits-

Speaker speaker_1: Like, um, Benefits In-

Speaker speaker_2: Okay.

Speaker speaker_1: ... A Card. But allow me like a minute or so for you to receive it, because the system is a little slow. All right? And remember you have until the 31st of this month to enroll. Hello?

Speaker speaker_2: Yeah. I heard it.

Speaker speaker_1: Hello? Okay. All right. Is there anything else I could do for you?

Speaker speaker_2: No. What, what's it called again?

Speaker speaker_1: Benefits In a Card. info@benefitsinacard.

Speaker speaker_2: Benefits In-

Speaker speaker_1: I haven't sent it out yet.

Speaker speaker_2: So should I do it through email or I have to call you guys and then again, or?

Speaker speaker_1: You could do it online if you would like to enroll, you will find it, the link in, on the benefit guide. If not you could give us a call and enroll over the phone.

Speaker speaker_2: Okay. Drive, Walgreen, yeah. You guys ha- You haven't sent it right? Not yet.

Speaker speaker_1: Ma'am. No. I haven't sent out. The system is kind of slow, so I'm generating the email as we speak. So that's why I said to give me a minute or so to send it out.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Anything else that I could do for you?

Speaker speaker_2: No, that's it.

Speaker speaker_1: All right. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: You too. Thank you.