

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in the Garden. This is Pamela speaking, how may I help you? Yes, I'm trying to confirm m- my enrollment with your insurance. Uh, what do I need to do to confirm my en- enrollment? I need the last four digits of the Social and the name of the staffing agency you work for. Last four of Social is 5989, and what is... What else did you say? The name of the staffing agency you work for. Uh, Superior Skill Trade. And can you repeat that last part for me, please? 5989. And your s- your first and last name? John Wysong. W-Y-S-O-N-G. Mr. Wysong, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. 8/6/1962. And my address is 27 Jacobs Walk, Lakeland, Georgia 31635. Okay. So we have a phone number on file, 352-279-1532, and your email is last name IT at gmail.com. JT at gmail. Yes, yes. All right. All right, sir, I see that you are enrolled for you and your spouse. Your benefits just became effective yesterday. Now your ID cards should be arriving within the next 7 to 10 business day. Um, if you need your IDs before they arrive, you could give us a call back by Thursday or Friday and they probably gonna be available to us to email it to you. Okay. Can you go ahead and have that taken care of and have it emailed to me, then, whenever it comes available? Unfortunately not, sir. You, we will have to give us a call back. Okay. All right. And my wife is, my wife is on there? Yes, sir. Um, her name is Shayla Bison. Just last name. Yes. All right. Anything else I can help you with? All right. That, that's all I needed then. Thank you so much. Thank you for giving us a call today, sir. Have a great rest of the day. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in the Garden. This is Pamela speaking, how may I help you?

Speaker speaker_1: Yes, I'm trying to confirm m- my enrollment with your insurance. Uh, what do I need to do to confirm my en- enrollment?

Speaker speaker_0: I need the last four digits of the Social and the name of the staffing agency you work for.

Speaker speaker_1: Last four of Social is 5989, and what is... What else did you say?

Speaker speaker_0: The name of the staffing agency you work for.

Speaker speaker_1: Uh, Superior Skill Trade.

Speaker speaker_0: And can you repeat that last part for me, please?

Speaker speaker_1: 5989.

Speaker speaker_0: And your s- your first and last name?

Speaker speaker_1: John Wysong. W-Y-S-O-N-G.

Speaker speaker_0: Mr. Wysong, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: 8/6/1962. And my address is 27 Jacobs Walk, Lakeland, Georgia 31635.

Speaker speaker_0: Okay. So we have a phone number on file, 352-279-1532, and your email is last name IT at gmail.com.

Speaker speaker_1: JT at gmail.

Speaker speaker_0: Yes, yes. All right. All right, sir, I see that you are enrolled for you and your spouse. Your benefits just became effective yesterday. Now your ID cards should be arriving within the next 7 to 10 business day. Um, if you need your IDs before they arrive, you could give us a call back by Thursday or Friday and they probably gonna be available to us to email it to you.

Speaker speaker_1: Okay. Can you go ahead and have that taken care of and have it emailed to me, then, whenever it comes available?

Speaker speaker_0: Unfortunately not, sir. You, we will have to give us a call back.

Speaker speaker_1: Okay. All right. And my wife is, my wife is on there?

Speaker speaker_0: Yes, sir. Um, her name is Shayla Bison. Just last name.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Anything else I can help you with?

Speaker speaker_1: All right. That, that's all I needed then. Thank you so much.

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

Speaker speaker_1: Thank you.