

## **Transcript: Pamela**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-UP Card. This is Pamela speaking. How may I help you? Uh, hello. My name is Raul. I had a question about my benefits. Okay. Um, my question is- And what is your question? Uh, I wanna know if my, my spouse is included on the, um, on the benefit. And who do you work for? Uh, it's called Partners Perso- Personal. Okay. May I have the last four digits of your Social? 4124. 2124? 4124. All right. Your first and last name? Raul Ochoa. Mr. Ochoa, for security reasons and just to make sure we are in the correct file, can we please verify your complete address and date of birth? Yeah. It's 29021 Bukit Canyon, Santa Clarita, California 91390. Is there an apartment number? It's, uh, space 276. Okay. I have a phone number of 131-30327. No, that's no longer in, in service. Okay. It's the one you're calling from? No. May I have the new number? Yes. Give me a second. It's 323-387-8338. 8338? Yes. Okay. So, yes, your spouse is, is enrolled in the dental and vision plan. Oh. Medical is just for you. Is there a way that I can add her to medical? Not at this time, sir. I have to wait for some of the open enrollment. Oh. And do you know when they open enrollment? It just finished back in October. Oh. All right. Okay. Anything else I could do for you? No, that's it. All right, thank you for giving us a call. Have a great rest of the day. All right. 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 10-UP Card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Uh, hello. My name is Raul. I had a question about my benefits.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Um, my question is-

Speaker speaker\_1: And what is your question?

Speaker speaker\_2: Uh, I wanna know if my, my spouse is included on the, um, on the benefit.

Speaker speaker\_1: And who do you work for?

Speaker speaker\_2: Uh, it's called Partners Perso- Personal.



Speaker speaker\_1: Okay. May I have the last four digits of your Social?

Speaker speaker\_2: 4124.

Speaker speaker\_1: 2124?

Speaker speaker\_2: 4124.

Speaker speaker\_1: All right. Your first and last name?

Speaker speaker\_2: Raul Ochoa.

Speaker speaker\_1: Mr. Ochoa, for security reasons and just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker\_2: Yeah. It's 29021 Bukit Canyon, Santa Clarita, California 91390.

Speaker speaker\_1: Is there an apartment number?

Speaker speaker\_2: It's, uh, space 276.

Speaker speaker\_1: Okay. I have a phone number of 131-30327.

Speaker speaker\_2: No, that's no longer in, in service.

Speaker speaker\_1: Okay. It's the one you're calling from?

Speaker speaker\_2: No.

Speaker speaker\_1: May I have the new number?

Speaker speaker\_2: Yes. Give me a second. It's 323-387-8338.

Speaker speaker\_1: 8338?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So, yes, your spouse is, is enrolled in the dental and vision plan.

Speaker speaker\_2: Oh.

Speaker speaker\_1: Medical is just for you.

Speaker speaker\_2: Is there a way that I can add her to medical?

Speaker speaker\_1: Not at this time, sir. I have to wait for some of the open enrollment.

Speaker speaker\_2: Oh. And do you know when they open enrollment?

Speaker speaker\_1: It just finished back in October.

Speaker speaker\_2: Oh. All right. Okay.

Speaker speaker\_1: Anything else I could do for you?

Speaker speaker\_2: No, that's it.



Speaker speaker\_1: All right, thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_2: All right. Thank you.