

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? How you doing, ma'am? Good, and you? I'm doing well. Uh, my name is Kanika Hudson and I am an employee with TempServ, with Temp Staff. And I was calling because, uh, she mentioned that I needed to, uh, pay, pay for a week or something like that. Okay. May I have the last four digits of your Social? 9007. Ms. Hudson, for security- Yes, ma'am. ... reasons and just to make sure we are in the correct file, can we please verify the complete address and date of birth? 250 California Street, Green Bend, Mississippi 38701 or 1130-82. Thank you for the information. We have the phone number on file. It's 390-7346. All right. Mm-hmm. All right, so in order for us to receive the first, the payment, um... Let me check something here. You said, they told you to give us a call to make a payment, right? Yes, ma'am. She said that, uh, that it may have been an accident where you all supposed to been taken, because we get paid twice a month. Okay. And you all just took out... Yeah. All right. So let me, let me put you on hold because we have not received any deductions from your employer and the first deduction, it has to come straight from them. So let me see if they're gonna make any exception. Just bear with me, please. Okay. Okay, thank you. Hello? Ma'am? Yes, ma'am. Thank you for holding. So, Ms. Hudson, I will have to follow up with you and just, um, because, um, they are working on the resolution for the payment that we didn't receive. And we have to receive the first payment from your employer, which we cannot take this payment from you if we haven't received anything from them. So, I will email the back office, um, letting them know that we have not received any payment from the employer before I'm able to take one from, directly from you. Is there a specific time to call you? Uh, or I have to call you back tomorrow? Okay, you can call me anytime tomorrow. Okay. I, I make myself available. Perfect. Uh, my name is Pamela and I think I'm- Okay, may I... Go ahead. Oh, yeah, I'm sorry. I had another question. She told me that I had to go and reselect some things, so can I go ahead on and select those things with you? Those, the other plans that I wanted? In the co- the continuation of my plans that I have? I see that you are enrolled in the medical, core VIP standard, dental, vision, short term disability and life. What else did you want to know and add? For you and your child. Uh, for y- I think it's free RX. Oh, okay. That's for the prescription. Okay. Let's see. That will be sent to you. That will be sent to me. All right. Yes, ma'am. Okay. Well, I want it for me and my daughter. For both of us, I'm sorry. Me and my child. All right. So, the only one... The only two left that you don't have is the stay healthy, which is a preventive care plan, and then the behavioral health. Okay, I don't want neither one of those. Yes, ma'am. That's fine. Okay. All right. So, let's see. Now, free RX. Let's see. All right, so I went ahead and added it. Now, free RX, it won't be active as the same time as, uh, the rest of the plan, because y- we're doing it today, but tomorrow I'll give you a better, um, better information when they give me the resolution of what's going on with the pay- with the payroll. Okay. Um, one more question, Ms.

Houghton. You have the life, not... Yeah, the life insurance, but you did not add your beneficiary. You... My beneficiary? Mm-hmm. Okay. It's, it's my child, Morgan Burks. Okay. I'll go add Morgan. All right. So tomorrow, as soon as I get the answer, I will give you a call. It will be actually after 11:00, because that's what the time I come into work. And- Okay, that'd be great. Yeah, that'd be great. Okay. Yeah. As soon as I get it, I will give you a call. Okay, thank you so much. All right. All right. You have a good one. If you have any other questions, just give us a call. Any changes that you wanted to do, you have until, let's see, until the 1st of May. Okay. Yes, ma'am. All right. Thank you. Thank you. Bye-bye. Have a, have a great rest of the day. Bye-bye. You too.

## Conversation Format

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

Speaker speaker\_1: How you doing, ma'am?

Speaker speaker\_0: Good, and you?

Speaker speaker\_1: I'm doing well. Uh, my name is Kanika Hudson and I am an employee with TempServ, with Temp Staff. And I was calling because, uh, she mentioned that I needed to, uh, pay, pay for a week or something like that.

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

Speaker speaker\_1: 9007.

Speaker speaker\_0: Ms. Hudson, for security-

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: ... reasons and just to make sure we are in the correct file, can we please verify the complete address and date of birth?

Speaker speaker\_1: 250 California Street, Green Bend, Mississippi 38701 or 1130-82.

Speaker speaker\_0: Thank you for the information. We have the phone number on file. It's 390-7346.

Speaker speaker\_1: All right.

Speaker speaker\_0: Mm-hmm. All right, so in order for us to receive the first, the payment, um... Let me check something here. You said, they told you to give us a call to make a payment, right?

Speaker speaker\_1: Yes, ma'am. She said that, uh, that it may have been an accident where you all supposed to been taken, because we get paid twice a month.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And you all just took out... Yeah.

Speaker speaker\_0: All right. So let me, let me put you on hold because we have not received any deductions from your employer and the first deduction, it has to come straight from them. So let me see if they're gonna make any exception. Just bear with me, please.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay, thank you. Hello?

Speaker speaker\_1: Ma'am? Yes, ma'am.

Speaker speaker\_0: Thank you for holding. So, Ms. Hudson, I will have to follow up with you and just, um, because, um, they are working on the resolution for the payment that we didn't receive. And we have to receive the first payment from your employer, which we cannot take this payment from you if we haven't received anything from them. So, I will email the back office, um, letting them know that we have not received any payment from the employer before I'm able to take one from, directly from you. Is there a specific time to call you? Uh, or I have to call you back tomorrow?

Speaker speaker\_1: Okay, you can call me anytime tomorrow.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I, I make myself available.

Speaker speaker\_0: Perfect. Uh, my name is Pamela and I think I'm-

Speaker speaker\_1: Okay, may I...

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: Oh, yeah, I'm sorry. I had another question. She told me that I had to go and reselect some things, so can I go ahead on and select those things with you? Those, the other plans that I wanted? In the co- the continuation of my plans that I have?

Speaker speaker\_0: I see that you are enrolled in the medical, core VIP standard, dental, vision, short term disability and life. What else did you want to know and add? For you and your child.

Speaker speaker\_1: Uh, for y- I think it's free RX.

Speaker speaker\_0: Oh, okay. That's for the prescription. Okay. Let's see. That will be sent to you.

Speaker speaker\_1: That will be sent to me.

Speaker speaker\_0: All right.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Well, I want it for me and my daughter. For both of us, I'm sorry. Me and my child.

Speaker speaker\_0: All right. So, the only one... The only two left that you don't have is the stay healthy, which is a preventive care plan, and then the behavioral health.

Speaker speaker\_1: Okay, I don't want neither one of those. Yes, ma'am. That's fine.

Speaker speaker\_0: Okay. All right. So, let's see. Now, free RX. Let's see. All right, so I went ahead and added it. Now, free RX, it won't be active at the same time as, uh, the rest of the plan, because y- we're doing it today, but tomorrow I'll give you a better, um, better information when they give me the resolution of what's going on with the pay- with the payroll.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, one more question, Ms. Houghton. You have the life, not... Yeah, the life insurance, but you did not add your beneficiary. You...

Speaker speaker\_1: My beneficiary?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Okay. It's, it's my child, Morgan Burks.

Speaker speaker\_0: Okay. I'll go add Morgan. All right. So tomorrow, as soon as I get the answer, I will give you a call. It will be actually after 11:00, because that's what the time I come into work. And-

Speaker speaker\_1: Okay, that'd be great. Yeah, that'd be great.

Speaker speaker\_0: Okay. Yeah. As soon as I get it, I will give you a call.

Speaker speaker\_1: Okay, thank you so much.

Speaker speaker\_0: All right.

Speaker speaker\_1: All right. You have a good one.

Speaker speaker\_0: If you have any other questions, just give us a call. Any changes that you wanted to do, you have until, let's see, until the 1st of May.

Speaker speaker\_1: Okay. Yes, ma'am.

Speaker speaker\_0: All right. Thank you.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_0: Have a, have a great rest of the day.

Speaker speaker\_1: Bye-bye. You too.