

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 to 5. This is Pamela speaking. How may I help you? Hi, yes. Oh, I was calling to see, um, has my benefits started yet? Who do you work for? In MAU, Kimberly Clark. May I have the last four digits of the Social so I can pull up your file? 8612. Your first and last name? Kamaya Thomas. Yeah, Kamaya Thomas. And you said the last four is 8612? Yes, ma'am. And when did you start working for MAU? You said when? Yes, ma'am. Oh, ooh. Uh, I wanna say November something, I think, like, in November, like, the 12th or something. I don't remember the exact date. Hold on, let me go see. Well, I don't need the exact date. It's just that we don't have your information in this system. Now, if you don't mind, I could look you up with your whole Social, because with the last four, it's not showing up on my end. Hold on. Let me... Let me make... Hold on. Okay, hold on. Let me make sure I have my Social right. Mom, Mom. Mm-hmm. My last Social... Mom, the last four of my Social is 8162? Yeah. Oh, did I say 8162? No, 81... You said 8612. Oh, I'm sorry. It's 8162. My apologize. It's 81... 62. Yeah. Okay. No problem. I gave her... I did it backwards 8162. All right, Miss Thomas? Yes, ma'am. For eligibility reasons, just to make sure we are in the correct file- Mm-hmm. ... can you please verify your complete address and date of birth? 2712 Cardigan Court, August 24th, 2005. And can you tell me the city, state and zip code, just to make sure we have the- Hats- ... correct- Hattiesburg, Georgia, 30815. Do you have an apartment number of this address, or no? No, ma'am. Okay. I just wanted to make sure. We have a phone number on file, 706-7905-527, and your email is your last name, your first name at gmail.com. Is there a way I could change the number from, on the phone right now? Yeah. It's the one you calling from? Yes, ma'am. All right. Um, keep in mind that, uh, it would not be updated with MAU, just with us. Okay. All right? Uh-huh. So you haven't received your ID card? Um, yes, ma'am. The Elite IR, or something like that. Yeah, your Elite IR. Multiplan. Yes. So on Multiplan- Oh. ... where it says Multiplan, that's their phone number and website. You're gonna find a provider closest to you. Make sure you use a participating provider in order for your, um, procedure, benefits are 100% covered. Um, also, now that I have you on the phone, we do not have a beneficiary for your life insurance. Would you like to add someone else, or go back for that information? Y- you said what? You have life insurance, but- Yeah. ... we do not have your beneficiary. Like, for my contacts and stuff like that? No. Like, if something happens to you, who's gonna be receiving the life insurance benefit? Um, I guess my mama. I don't know. That's fine. All we need is your first and last name, and the relationship is going to be your mother. Mm-hmm. Cherie, C-H-E-R-I-E. Thomas, T-H-O-M-A-S. All right. Okay, I updated that information as well. Okay. Mm-hmm. Um, is there anything else that you need help with? Um, could you tell me, like, do I use this... Wait, how do I say? Um, is the insurance good for, like, if I go to my regular, um, eye doctor's? You don't have, uh, vision. You just have a preventive care plan

and the life insurance. But I pay for- That's why the vision. I pay for the vision. Excuse me? I said I pay for the vision, too. It be taking out my check for, um, vision as well. I see. Bear with me, just give me one second. Let me double check on here. I'm gonna put you in a brief hold. Okay. Miss Thomas? Yes. Okay. So I see, um, what happened was that the life insurance was added instead of the vision. I'm going to need you to allow me to get in touch with the back office, so we're going to fix that. And is there a specific time I could get back to you? Um, I go to work at 7:30 tonight, so anytime before then or tomorrow. Uh, 8:00. Tomorrow will be best, so that way I can have everything, um, with a good, um, information for you. Okay, so yeah, tomorrow. Around this time will be okay? Yes, ma'am. I'm sorry for the inconvenience, Miss Thomas, um, and I'll get back to you tomorrow around this time. Okay, thank you so much. 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 to 5. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi, yes. Oh, I was calling to see, um, has my benefits started yet?

Speaker speaker_1: Who do you work for?

Speaker speaker_2: In MAU, Kimberly Clark.

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

Speaker speaker_2: 8612.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Kamaya Thomas.

Speaker speaker_1: Yeah, Kamaya Thomas. And you said the last four is 8612?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And when did you start working for MAU?

Speaker speaker_2: You said when?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Oh, ooh. Uh, I wanna say November something, I think, like, in November, like, the 12th or something. I don't remember the exact date. Hold on, let me go see.

Speaker speaker_1: Well, I don't need the exact date. It's just that we don't have your information in this system. Now, if you don't mind, I could look you up with your whole Social, because with the last four, it's not showing up on my end.

Speaker speaker_2: Hold on. Let me... Let me make... Hold on. Okay, hold on. Let me make sure I have my Social right. Mom, Mom.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: My last Social... Mom, the last four of my Social is 8162?

Speaker speaker_1: Yeah.

Speaker speaker_2: Oh, did I say 8162?

Speaker speaker_1: No, 81... You said 8612.

Speaker speaker_2: Oh, I'm sorry. It's 8162. My apologize.

Speaker speaker_1: It's 81... 62.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. No problem.

Speaker speaker_2: I gave her... I did it backwards 8162.

Speaker speaker_1: All right, Miss Thomas?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: For eligibility reasons, just to make sure we are in the correct file-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... can you please verify your complete address and date of birth?

Speaker speaker_2: 2712 Cardigan Court, August 24th, 2005.

Speaker speaker_1: And can you tell me the city, state and zip code, just to make sure we have the-

Speaker speaker_2: Hats-

Speaker speaker_1: ... correct-

Speaker speaker_2: Hattiesburg, Georgia, 30815.

Speaker speaker_1: Do you have an apartment number of this address, or no?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: Okay. I just wanted to make sure. We have a phone number on file, 706-7905-527, and your email is your last name, your first name at gmail.com.

Speaker speaker_2: Is there a way I could change the number from, on the phone right now?

Speaker speaker_1: Yeah. It's the one you calling from?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. Um, keep in mind that, uh, it would not be updated with MAU, just with us.

Speaker speaker_2: Okay.

Speaker speaker_1: All right?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: So you haven't received your ID card?

Speaker speaker_2: Um, yes, ma'am. The Elite IR, or something like that.

Speaker speaker_1: Yeah, your Elite IR.

Speaker speaker_2: Multiplan.

Speaker speaker_1: Yes. So on Multiplan-

Speaker speaker_2: Oh.

Speaker speaker_1: ... where it says Multiplan, that's their phone number and website. You're gonna find a provider closest to you. Make sure you use a participating provider in order for your, um, procedure, benefits are 100% covered. Um, also, now that I have you on the phone, we do not have a beneficiary for your life insurance. Would you like to add someone else, or go back for that information?

Speaker speaker_2: Y- you said what?

Speaker speaker_1: You have life insurance, but-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... we do not have your beneficiary.

Speaker speaker_2: Like, for my contacts and stuff like that?

Speaker speaker_1: No. Like, if something happens to you, who's gonna be receiving the life insurance benefit?

Speaker speaker_2: Um, I guess my mama. I don't know.

Speaker speaker_1: That's fine. All we need is your first and last name, and the relationship is going to be your mother.

Speaker speaker_2: Mm-hmm. Cherie, C-H-E-R-I-E. Thomas, T-H-O-M-A-S.

Speaker speaker_1: All right. Okay, I updated that information as well.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm. Um, is there anything else that you need help with?

Speaker speaker_2: Um, could you tell me, like, do I use this... Wait, how do I say? Um, is the insurance good for, like, if I go to my regular, um, eye doctor's?

Speaker speaker_1: You don't have, uh, vision. You just have a preventive care plan and the life insurance.

Speaker speaker_2: But I pay for-

Speaker speaker_1: That's why the vision.

Speaker speaker_2: I pay for the vision.

Speaker speaker_1: Excuse me?

Speaker speaker_2: I said I pay for the vision, too. It be taking out my check for, um, vision as well.

Speaker speaker_1: I see. Bear with me, just give me one second. Let me double check on here. I'm gonna put you in a brief hold.

Speaker speaker_2: Okay.

Speaker speaker_1: Miss Thomas?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. So I see, um, what happened was that the life insurance was added instead of the vision. I'm going to need you to allow me to get in touch with the back office, so we're going to fix that. And is there a specific time I could get back to you?

Speaker speaker_3: Um, I go to work at 7:30 tonight, so anytime before then or tomorrow. Uh, 8:00.

Speaker speaker_1: Tomorrow will be best, so that way I can have everything, um, with a good, um, information for you.

Speaker speaker_3: Okay, so yeah, tomorrow.

Speaker speaker_1: Around this time will be okay?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_1: I'm sorry for the inconvenience, Miss Thomas, um, and I'll get back to you tomorrow around this time.

Speaker speaker_3: Okay, thank you so much.

Speaker speaker_1: All right, thank you.