

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? Hi, Pamela. I need to get me and my husband enrolled. And who do you work for, ma'am? He works for Oxford or Huntington. He's a contractor, so I don't know which one you guys have under- Okay. Is he there with you? No. Okay. Does he need to call, or... Yeah. We here from 8:00 AM to 8:00 PM Eastern Time, Monday to Friday. Um- Oh, okay. If he's the one, um, that works for the temp agency- Yeah. ... he needs to- Yeah. ... do the enrollment. Like right after you in the policy, then you could call for some information that could be provided to you. But when it comes to enrollment and cancellation- He, he doesn't... Yeah. He doesn't have a policy right now because he's a disabled veteran, but since we got married, we, I need to get insurance through his work, so he told me to call. No problem. But, um, he will have to give us a call, and then after we- Okay. ... enroll him, then you could call and, and get information regarding the, the, the policy. Okay. Gotcha. No problem. All right. Thank you. Thank you for- Mm-hmm. Bye. ... calling our support today. Have a great rest of the day. You too. Bye.

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: Hi, Pamela. I need to get me and my husband enrolled.

Speaker speaker_1: And who do you work for, ma'am?

Speaker speaker_2: He works for Oxford or Huntington. He's a contractor, so I don't know which one you guys have under-

Speaker speaker_1: Okay. Is he there with you?

Speaker speaker_2: No.

Speaker speaker_1: Okay.

Speaker speaker_2: Does he need to call, or...

Speaker speaker_1: Yeah. We here from 8:00 AM to 8:00 PM Eastern Time, Monday to Friday. Um-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: If he's the one, um, that works for the temp agency-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... he needs to-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... do the enrollment. Like right after you in the policy, then you could call for some information that could be provided to you. But when it comes to enrollment and cancellation-

Speaker speaker_2: He, he doesn't... Yeah. He doesn't have a policy right now because he's a disabled veteran, but since we got married, we, I need to get insurance through his work, so he told me to call.

Speaker speaker_1: No problem. But, um, he will have to give us a call, and then after we-

Speaker speaker_2: Okay.

Speaker speaker_1: ... enroll him, then you could call and, and get information regarding the, the, the policy.

Speaker speaker_2: Okay. Gotcha. No problem.

Speaker speaker_1: All right.

Speaker speaker_2: Thank you.

Speaker speaker_1: Thank you for-

Speaker speaker_2: Mm-hmm. Bye.

Speaker speaker_1: ... calling our support today. Have a great rest of the day.

Speaker speaker_2: You too. Bye.