

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Yeah, hi. I was wondering if I'm enrolled in your program. I think I am. You guys sent me cards, so... Okay. Um, may I have the last four digits of your social? Pardon me? The last four digits of your social and the staffing agency that you work for. Oh. Uh, 6729, and I work for Dougherty Staffing. Your first and last name, sir? Sean, S-E-A-N, Morrow, M-O-R-R-O-W. Mr. Morrow, for security reasons, um, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Um, 1611 10th Avenue Northeast, Brainerd, Minnesota 56401. And my date of birth is 02/26/1968. Thank you for the information. We have a phone number on file 218-537-6214. And your email is your first name, last name five one@gmail.com? Yeah, it's Gmail. Yep. Yeah, you are enrolled. Now, if you want to make changes or cancel, you can do so. This is the time you have into the... until Friday to make changes. If not, then the benefits will roll over as is. Oh, okay. That's what I needed to know. Okay, no problem. Anything else that you need help with, sir? Nope, I'm good. Thank you. Thank you for giving us a call. Have a great rest of the day, sir. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yeah, hi. I was wondering if I'm enrolled in your program. I think I am. You guys sent me cards, so...

Speaker speaker_0: Okay. Um, may I have the last four digits of your social?

Speaker speaker_1: Pardon me?

Speaker speaker_0: The last four digits of your social and the staffing agency that you work for.

Speaker speaker_1: Oh. Uh, 6729, and I work for Dougherty Staffing.

Speaker speaker_0: Your first and last name, sir?

Speaker speaker_1: Sean, S-E-A-N, Morrow, M-O-R-R-O-W.

Speaker speaker_0: Mr. Morrow, for security reasons, um, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Um, 1611 10th Avenue Northeast, Brainerd, Minnesota 56401. And my date of birth is 02/26/1968.

Speaker speaker_0: Thank you for the information. We have a phone number on file 218-537-6214. And your email is your first name, last name five one@gmail.com?

Speaker speaker_1: Yeah, it's Gmail. Yep.

Speaker speaker_0: Yeah, you are enrolled. Now, if you want to make changes or cancel, you can do so. This is the time you have into the... until Friday to make changes. If not, then the benefits will roll over as is.

Speaker speaker_1: Oh, okay. That's what I needed to know.

Speaker speaker_0: Okay, no problem. Anything else that you need help with, sir?

Speaker speaker_1: Nope, I'm good. Thank you.

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

Speaker speaker_1: You too. Bye-bye.