

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? Hi, yes, uh, I wanted to try to apply for benefits for the, for the employment that I'm working through. What's the name of your company? Oh, the staffing agency. Uh, Partner, Partners Personnel. May I have the last four digits of your Social? 6494. Your first and last names, sir. Kevin Munos. Mr. Munos, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Uh, 2718 North 108th Drive, Avondale, Arizona 85392. Date of birth, January 24th, 1998. Thank you for the information. We have, uh, actually, we... Let me see, hold on. Um, we do not have a telephone number in case we need to contact you. Would you like to provide one, sir? Yes. 602- You, is this the one, the one you're calling from? Yeah. Yes, yes, that's it. All right. And then we have kevinmunoz12498@icloud.com? Correct, yes. Okay. Do you know what plan would you like to enroll to, sir? I have no information at all regarding that, so I don't even know what plan it is. Mm, right. Or what plans it is you're even offering. We have a complete guide with all the informations and the plan that they offer. Um. Y- you said that you could send it through the email? Or, or- Mm-hmm. Through, okay. Email. Yes. Yes, I'm going to- And you will have- ... choose email so I can have a little more time. Yes. And you do have until the 4th of April to enroll. Okay, so the 4th of April. Right. So I still have a little bit of time then. Okay. Uh, yes. Sounds good. So the email will be coming in from info@benefitsinacard... Check your spam and junk mail. It might go there. Okay. All right? And, um- Okay. ... we hear from me again 8:00 AM to 6:00 PM Eastern Time, Monday through Friday. So as soon as you read, read it and go over it, and you decide what you ... just give us a call. We will be more than happy to help you. Okay, sounds good. All right. Thank you- Thank you so much for your help on that. ... 0000. No problem, sir. No, that'll be all. All right, thank you for giving us a call. Thank you. All right, bye.

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: Hi, yes, uh, I wanted to try to apply for benefits for the, for the employment that I'm working through.

Speaker speaker_0: What's the name of your company? Oh, the staffing agency.

Speaker speaker_1: Uh, Partner, Partners Personnel.

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: 6494.

Speaker speaker_0: Your first and last names, sir.

Speaker speaker_1: Kevin Munos.

Speaker speaker_0: Mr. Munos, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Uh, 2718 North 108th Drive, Avondale, Arizona 85392. Date of birth, January 24th, 1998.

Speaker speaker_0: Thank you for the information. We have, uh, actually, we... Let me see, hold on. Um, we do not have a telephone number in case we need to contact you. Would you like to provide one, sir?

Speaker speaker_1: Yes. 602-

Speaker speaker_0: You, is this the one, the one you're calling from?

Speaker speaker_1: Yeah. Yes, yes, that's it.

Speaker speaker_0: All right. And then we have kevinmunoz12498@icloud.com?

Speaker speaker_1: Correct, yes.

Speaker speaker_0: Okay. Do you know what plan would you like to enroll to, sir?

Speaker speaker_1: I have no information at all regarding that, so I don't even know what plan it is.

Speaker speaker_0: Mm, right.

Speaker speaker_1: Or what plans it is you're even offering.

Speaker speaker_0: We have a complete guide with all the informations and the plan that they offer. Um.

Speaker speaker_1: Y- you said that you could send it through the email? Or, or-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Through, okay.

Speaker speaker_0: Email.

Speaker speaker_1: Yes. Yes, I'm going to-

Speaker speaker_0: And you will have-

Speaker speaker_1: ... choose email so I can have a little more time.

Speaker speaker_0: Yes. And you do have until the 4th of April to enroll.

Speaker speaker_1: Okay, so the 4th of April.

Speaker speaker_0: Right.

Speaker speaker_1: So I still have a little bit of time then. Okay.

Speaker speaker_0: Uh, yes.

Speaker speaker_1: Sounds good.

Speaker speaker_0: So the email will be coming in from info@benefitsinacard... Check your spam and junk mail. It might go there.

Speaker speaker_1: Okay.

Speaker speaker_0: All right? And, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... we hear from me again 8:00 AM to 6:00 PM Eastern Time, Monday through Friday. So as soon as you read, read it and go over it, and you decide what you

Speaker speaker_2: ... just give us a call. We will be more than happy to help you.

Speaker speaker_1: Okay, sounds good.

Speaker speaker_0: All right. Thank you-

Speaker speaker_1: Thank you so much for your help on that.

Speaker speaker_0: ... 0000. No problem, sir.

Speaker speaker_1: No, that'll be all.

Speaker speaker_0: All right, thank you for giving us a call.

Speaker speaker_1: Thank you. All right, bye.