

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Of Guard. This is Pamela speaking, how may I help you? Um, y'all said call y'all. Excuse me? I had got a message that said to call y'all. Okay. We are the administrator for health insurance for a staffing agency. Okay. And... The message is probably just letting you know that you are eligible to enroll in the health benefits and if you'd like to- Yeah. Okay. And what's the name of the staffing agency you work for? You said, what happened? What's the name of the staffing agency that you work for? Hmm, hold on, hold on. It was, um, HSS or something like that. Okay. So the staffing, uh, agency, they offer different medical plans that you are eligible to enroll if you would like to. You will pay accordingly of what you choose to enroll to and your, it, the deduction will be every week from your paycheck. Um, have you seen the benefit guide and what does they offer? No. Okay. May I have the last four digits of your Social so I can put, file up your file? 5844. 5844. And your first and last name? Mercedes Williams. Mercedes Williams. Miss Williams, for security reasons just to make sure we are in the correct file, can you please verify your complete address and date of birth? 645 East Valley Road, 05085 2001. And where are you located? I need the complete address just to make sure we have it correct.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefit Of Guard. This is Pamela speaking, how may I help you?

Speaker speaker_2: Um, y'all said call y'all.

Speaker speaker_1: Excuse me?

Speaker speaker_2: I had got a message that said to call y'all.

Speaker speaker_1: Okay. We are the administrator for health insurance for a staffing agency.

Speaker speaker_2: Okay.

Speaker speaker_1: And... The message is probably just letting you know that you are eligible to enroll in the health benefits and if you'd like to-

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. And what's the name of the staffing agency you work for?

Speaker speaker_2: You said, what happened?

Speaker speaker_1: What's the name of the staffing agency that you work for?

Speaker speaker_2: Hmm, hold on, hold on. It was, um, HSS or something like that.

Speaker speaker_1: Okay. So the staffing, uh, agency, they offer different medical plans that you are eligible to enroll if you would like to. You will pay accordingly of what you choose to enroll to and your, it, the deduction will be every week from your paycheck. Um, have you seen the benefit guide and what does they offer?

Speaker speaker_2: No.

Speaker speaker_1: Okay. May I have the last four digits of your Social so I can put, file up your file?

Speaker speaker_2: 5844.

Speaker speaker_1: 5844. And your first and last name?

Speaker speaker_2: Mercedes Williams.

Speaker speaker_1: Mercedes Williams. Miss Williams, for security reasons just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: 645 East Valley Road, 05085 2001.

Speaker speaker_1: And where are you located? I need the complete address just to make sure we have it correct.