

## **Transcript: Pamela**

**Blanc-4617950181933056-4761481882058752**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-0-4. This is Pamela speaking. How may I help you? Oh, good morning. Um, my name is Rukaya Woods. I'm calling... I'm an employee of The Resource. I'm calling to have a, a medical, um, package for this insurance, health insurance. Okay, so you received a text for...? Yeah, yeah. And what's the name of the staffing agency? The, the, the name is R-U-K-A-Y, Rukaya, and last name is W-O-O-D-S. Woods. No, no, the staffing agency you work for. Ah, uh, The Resource. May I have the last four digits of your Social? 9852. Give me one second. 25... When did you start working for them? Um, okay. This time... Uh, I work for them before but this time I just started this month, like, um, three weeks now. Mm. And you said the last four is 9852? Yes, please. And, okay, can you spell your last name for me? W-O-O-D-S. Okay. Woods. Mr. Woods, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yeah. My date of birth is 12-25-70, and my address is 1521 Brayford Parkway, Apartment 8G, Greensboro, North Carolina, 27407. Thank you for the information. We have a telephone number on file, 336-457-3042. 457-3042. Yes, please. And your email? That's what I'm just using. All right. Rukaya3136@gmail.com. Perfect. Thank you for the information. Uh, let's see. Welcome. Okay. So you reinstated the benefits, and what will you need from your benefits now? Yeah, I just wanted to be sure if, uh, I'm enrolled so that, uh... Oh yeah. So the benefits just became effective yesterday. Yeah. Is, uh... Am I, uh, are they putting me... I'm on basic, uh...? VIP, basic, vision and dental. And dental. Yeah, thank you. That's it. Yeah. I just want to be sure of that. No problem. Anything else I could do for you? No, please. Thank you. That's all what I wanted to know, so that... Thank you so much. Perfect. Thank you for giving us a call today. Have a great rest of the day. Thank you. You as well. Thank you. I appreciate it. Mm-hmm.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits 10-0-4. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Oh, good morning. Um, my name is Rukaya Woods. I'm calling... I'm an employee of The Resource. I'm calling to have a, a medical, um, package for this insurance, health insurance.

Speaker speaker\_1: Okay, so you received a text for...?

Speaker speaker\_2: Yeah, yeah.

Speaker speaker\_1: And what's the name of the staffing agency?

Speaker speaker\_2: The, the, the name is R-U-K-A-Y, Rukaya, and last name is W-O-O-D-S. Woods.

Speaker speaker\_1: No, no, the staffing agency you work for.

Speaker speaker\_2: Ah, uh, The Resource.

Speaker speaker\_1: May I have the last four digits of your Social?

Speaker speaker\_2: 9852.

Speaker speaker\_1: Give me one second. 25... When did you start working for them?

Speaker speaker\_2: Um, okay. This time... Uh, I work for them before but this time I just started this month, like, um, three weeks now. Mm.

Speaker speaker\_1: And you said the last four is 9852?

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: And, okay, can you spell your last name for me?

Speaker speaker\_2: W-O-O-D-S.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Woods.

Speaker speaker\_1: Mr. Woods, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_2: Yeah. My date of birth is 12-25-70, and my address is 1521 Brayford Parkway, Apartment 8G, Greensboro, North Carolina, 27407.

Speaker speaker\_1: Thank you for the information. We have a telephone number on file, 336-457-3042.

Speaker speaker\_2: 457-3042. Yes, please.

Speaker speaker\_1: And your email?

Speaker speaker\_2: That's what I'm just using.

Speaker speaker\_1: All right.

Speaker speaker\_2: Rukaya3136@gmail.com.

Speaker speaker\_1: Perfect. Thank you for the information. Uh, let's see.

Speaker speaker\_2: Welcome.

Speaker speaker\_1: Okay. So you reinstated the benefits, and what will you need from your benefits now?

Speaker speaker\_2: Yeah, I just wanted to be sure if, uh, I'm enrolled so that, uh...

Speaker speaker\_1: Oh yeah. So the benefits just became effective yesterday.

Speaker speaker\_2: Yeah. Is, uh... Am I, uh, are they putting me... I'm on basic, uh...?

Speaker speaker\_1: VIP, basic, vision and dental.

Speaker speaker\_2: And dental. Yeah, thank you. That's it. Yeah. I just want to be sure of that.

Speaker speaker\_1: No problem. Anything else I could do for you?

Speaker speaker\_2: No, please. Thank you. That's all what I wanted to know, so that... Thank you so much.

Speaker speaker\_1: Perfect. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker\_2: Thank you. You as well. Thank you. I appreciate it.

Speaker speaker\_1: Mm-hmm.