

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accord. This is Pamela speaking. How may I help you? Hi, how are you? Good, and you? Um, uh, good, I'm good as well. Um, I keep getting texts from, uh, from you guys, and it keeps telling me to call you guys for some benefits, DlgK benefit. Okay. We are the administrator for health insurance for different- Mm. ... staffing agency. So- Okay. ... these messages, they go out automatically, um, because either you already, um, applied for a job through a staffing agency or if you are currently working. Yeah. Um, it's just so we know that you en- enrolled in the benefit. Are you currently working? If I'm currently work- if I'm currently working, I can enroll in benefits, but the benefits are for insurance? Yes. Health insurance. Um, 'cause I, I already have health insurance. I just wanted to see why I keep getting those texts, but- Not to be an problem. ... I have health insurance, yeah. I completely understand. Um- Don't worry. I appreciate it, though. Yeah. All right, thank you. Thank you. Have a great rest of your day. All right, bye-bye. You too. Thank you. 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 and Accord. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi, how are you?

Speaker speaker_1: Good, and you?

Speaker speaker_2: Um, uh, good, I'm good as well. Um, I keep getting texts from, uh, from you guys, and it keeps telling me to call you guys for some benefits, DlgK benefit.

Speaker speaker_1: Okay. We are the administrator for health insurance for different-

Speaker speaker_2: Mm.

Speaker speaker_1: ... staffing agency. So-

Speaker speaker_2: Okay.

Speaker speaker_1: ... these messages, they go out automatically, um, because either you already, um, applied for a job through a staffing agency or if you are currently working.

Speaker speaker_2: Yeah.

Speaker speaker_1: Um, it's just so we know that you en- enrolled in the benefit. Are you currently working?

Speaker speaker_2: If I'm currently work- if I'm currently working, I can enroll in benefits, but the benefits are for insurance?

Speaker speaker_1: Yes. Health insurance.

Speaker speaker_2: Um, 'cause I, I already have health insurance. I just wanted to see why I keep getting those texts, but-

Speaker speaker_1: Not to be an problem.

Speaker speaker_2: ... I have health insurance, yeah.

Speaker speaker_1: I completely understand.

Speaker speaker_2: Um-

Speaker speaker_1: Don't worry.

Speaker speaker_2: I appreciate it, though. Yeah.

Speaker speaker_1: All right, thank you.

Speaker speaker_2: Thank you.

Speaker speaker_1: Have a great rest of your day.

Speaker speaker_2: All right, bye-bye. You too. Thank you. Bye.