

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits on a Card. This is Pamela speaking. How may I help you? Hi. Uh, I just wanted to see... I... My enrollment is pending. I just wanted to see when it would be active. Sure. Who do you work for, sir? Uh, OnTrack Staffing. May I have the last four digits of your Social? Two, three, zero, three. Okay. Three, zero... Give me one second here. Issue with the system. Bear with me. I'm sorry taking so long with the system. It's so- No, no, it is. And your first and last name, sir? Jeremy Call. And you said OnTrack? Yeah. And the last was two, three, zero, six? Two, three, zero, three. Oh, I'm sorry. Mr. Call, 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? Uh, April 8th, 1993. Um, 8813 Oakwood Lane. It could be a Plano address too. Okay. I see. So your benefits are pending to start on the 10th. Um, I cannot assure you that will be active on Monday. We haven't received yet the f- the premium from your employer. I will suggest you to give us a call on Monday to see when the- if it went through. Okay. No worries. I appreciate it. Thank you so much. All right. Thank you for giving us a call. Have a great rest of your day. Mm. Bye. You too.

Conversation Format

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

Speaker speaker_1: Hi. Uh, I just wanted to see... I... My enrollment is pending. I just wanted to see when it would be active.

Speaker speaker_0: Sure. Who do you work for, sir?

Speaker speaker_1: Uh, OnTrack Staffing.

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

Speaker speaker_1: Two, three, zero, three.

Speaker speaker_0: Okay. Three, zero... Give me one second here. Issue with the system. Bear with me. I'm sorry taking so long with the system. It's so-

Speaker speaker_1: No, no, it is.

Speaker speaker_0: And your first and last name, sir?

Speaker speaker_1: Jeremy Call.

Speaker speaker_0: And you said OnTrack?

Speaker speaker_1: Yeah.

Speaker speaker_0: And the last was two, three, zero, six?

Speaker speaker_1: Two, three, zero, three.

Speaker speaker_0: Oh, I'm sorry. Mr. Call, 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_1: Uh, April 8th, 1993. Um, 8813 Oakwood Lane. It could be a Plano address too.

Speaker speaker_0: Okay. I see. So your benefits are pending to start on the 10th. Um, I cannot assure you that will be active on Monday. We haven't received yet the f- the premium from your employer. I will suggest you to give us a call on Monday to see when the- if it went through.

Speaker speaker_1: Okay. No worries. I appreciate it. Thank you so much.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of your day.

Speaker speaker_1: Mm. Bye. You too.