

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hi, my name's Seth. Um, I had a... I got a phone call about this. Uh, what is this about? Uh, we are the administrator for health insurance for staffing agency. Oh, okay, okay. Um, yes. I got a call about something about benefits or something. So, uh, would you like to enroll or decline the benefits? Uh, decline the benefits, please. And what's the, uh, the name of the staffing agency you work for? Crown Staffing. Crown? Yeah. May I have the last four digits of your Social, please? I'm sorry. Can you hear me? 1-1-5-5-8-0. I could barely hear you. Sorry. 1-5-5-8-0. 1-5-5-8-0. And your first and last name? Seth Williamson. Sir, I can barely hear you. It's Seth Williamson. William. Is there anything else that you needed from me? William. I'm looking for your file, sir. William. How you spell your I- uh, your last name? W-I-L-L-I-A-M-S-O-N. Okay. And when did you start working for Search? When did I start? Yeah. Uh, about two weeks ago now. All right. Crown, all right. Let me see. All right, add on. All right. For security reasons, and just to make sure we are in the correct file, sir, can we please verify your complete address and date of birth? Yeah. 1052 Bobby Court Lane, April 22nd, 1999. And your mailing address? 1052 Bobby Court Lane. That's not the address we have on file. I'm sorry. I'll have to figure it out then. Um, can, can you guys give me a call back tomorrow? Yeah. We... You could call back. We're here from 8:00 AM to 8:00 PM Eastern Time on this Friday. Okay, perfect. That'll work best for me. All right. Thank you for your time. Thank you. No problem. Bye.

Conversation Format

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

Speaker speaker_1: Hi, my name's Seth. Um, I had a... I got a phone call about this. Uh, what is this about?

Speaker speaker_0: Uh, we are the administrator for health insurance for staffing agency.

Speaker speaker_1: Oh, okay, okay. Um, yes. I got a call about something about benefits or something.

Speaker speaker_0: So, uh, would you like to enroll or decline the benefits?

Speaker speaker_1: Uh, decline the benefits, please.

Speaker speaker_0: And what's the, uh, the name of the staffing agency you work for?

Speaker speaker_1: Crown Staffing.

Speaker speaker_0: Crown?

Speaker speaker_1: Yeah.

Speaker speaker_0: May I have the last four digits of your Social, please? I'm sorry.

Speaker speaker_1: Can you hear me? 1-1-5-5-8-0.

Speaker speaker_0: I could barely hear you.

Speaker speaker_1: Sorry. 1-5-5-8-0.

Speaker speaker_0: 1-5-5-8-0. And your first and last name?

Speaker speaker_1: Seth Williamson.

Speaker speaker_0: Sir, I can barely hear you.

Speaker speaker_1: It's Seth Williamson.

Speaker speaker_0: William.

Speaker speaker_1: Is there anything else that you needed from me?

Speaker speaker_0: William. I'm looking for your file, sir. William. How you spell your I- uh, your last name?

Speaker speaker_1: W-I-L-L-I-A-M-S-O-N.

Speaker speaker_0: Okay. And when did you start working for Search?

Speaker speaker_1: When did I start?

Speaker speaker_0: Yeah.

Speaker speaker_1: Uh, about two weeks ago now.

Speaker speaker_0: All right. Crown, all right. Let me see. All right, add on. All right. For security reasons, and just to make sure we are in the correct file, sir, can we please verify your complete address and date of birth?

Speaker speaker_1: Yeah. 1052 Bobby Court Lane, April 22nd, 1999.

Speaker speaker_0: And your mailing address?

Speaker speaker_1: 1052 Bobby Court Lane.

Speaker speaker_0: That's not the address we have on file.

Speaker speaker_1: I'm sorry. I'll have to figure it out then. Um, can, can you guys give me a call back tomorrow?

Speaker speaker_0: Yeah. We... You could call back. We're here from 8:00 AM to 8:00 PM Eastern Time on this Friday.

Speaker speaker_1: Okay, perfect. That'll work best for me.

Speaker speaker_0: All right.

Speaker speaker_1: Thank you for your time.

Speaker speaker_0: Thank you. No problem.

Speaker speaker_1: Bye.