

## **Transcript: Pamela**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you? Um, someone had gave me a call. This is Tiffany Manuel. Um, well, we are the administrator for health insurance. Yes, ma'am. Are, are you working for a staffing agency? Uh, not yet. I had, um, enrolled for a staffing agency and, um, someone gave me a call and said I had did like the, um, insurance part of it and it, um... I think like the beneficiary, it was missing. Mm-hmm. Okay. The insurance, right? What's, what's the, what's the name of the staffing agency you're working for? I'm not working yet, I just only filled out an application. In order for me to put the information in the system, I have to pull up your file. Uh, I'm not sure. I was doing it online, I'm sorry. Mm-hmm. You can't pull up my name? No, I need the I- the name of the temp agency and the last four digits of your Social, your first and last name, to find your file. Okay, I'll give you a call back. No problem, ma'am. Thank you. Thank you. This is Pamela speaking.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you?

Speaker speaker\_2: Um, someone had gave me a call. This is Tiffany Manuel.

Speaker speaker\_1: Um, well, we are the administrator for health insurance.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Are, are you working for a staffing agency?

Speaker speaker\_2: Uh, not yet. I had, um, enrolled for a staffing agency and, um, someone gave me a call and said I had did like the, um, insurance part of it and it, um... I think like the beneficiary, it was missing.

Speaker speaker\_1: Mm-hmm. Okay.

Speaker speaker\_2: The insurance, right?

Speaker speaker\_1: What's, what's the, what's the name of the staffing agency you're working for?

Speaker speaker\_2: I'm not working yet, I just only filled out an application.

Speaker speaker\_1: In order for me to put the information in the system, I have to pull up your file.

Speaker speaker\_2: Uh, I'm not sure. I was doing it online, I'm sorry.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: You can't pull up my name?

Speaker speaker\_1: No, I need the I- the name of the temp agency and the last four digits of your Social, your first and last name, to find your file.

Speaker speaker\_2: Okay, I'll give you a call back.

Speaker speaker\_1: No problem, ma'am. Thank you.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: This is Pamela speaking.