

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 the Car. This is Pamela speaking. How may I help you? Yeah, um, y- I'm actually trying to call. I'm calling a 470 number and looking for Mr. Lovett. This is him. Okay. Hello? And yes, um, what the name of the staffing agency you work for? Um, oh, Hospitality some music. Is this your first- Yes. Okay. And the last four digits of your Social? 7682. 7682. Your first and last name, sir. Kanasia Lovett. Can you repeat your first name? Kanasia. Kanasia. Hm. When did you start working for them? Um, I was supposed to start working w- with, uh, some h- I was gonna, I'ma have to, I'm, I'm sorry. For some cooking job at a hotel I wanted to go to. And I've been with, um, off the schedule, but other, other than that, then I haven't been working at all 'cause I'm supposed to be getting called in from... uh, Kiara, Kialva. I think that's, I think that's her name. Oh, okay. 'Cause we haven't received your information yet in our system. What information you need? So this is for, this is for the health insurance. Uh-huh. But we, I don't see your information here. I don't see your... Will you mind if I look you up with the whole Social Security number? Sometimes the last four doesn't show. Yes, yes. That's fine. Oh, shit. Just you need it now? Yes, please. 673-01- 01- 7682. 7682. 673-01-7682. Huh? Yeah, we... Can you repeat it for me? We don't have. Sure. 673-01-7682. Uh-huh. So we have not received your file yet from HSS, so if you haven't h- started working, um, might be the reason why, 'cause you have to be actively working in order to enroll in the benefits. Um, but we have, if you would like, we could go ahead and create your file now, and... Mm. We should have received a form from you. I mean, is there a, um, you said what, what? Maybe they have sent it, but it hasn't been processed yet. Could be. For now, I'm not seeing it in the system. If you would like, we can go ahead and create a file for you. Oh, um, mm, yeah, sure. Okay. All right, bear with me. Let's start by getting the information. Give me one second. All right. This is...

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 the Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yeah, um, y- I'm actually trying to call. I'm calling a 470 number and looking for Mr. Lovett. This is him.

Speaker speaker_0: Okay.

Speaker speaker_2: Hello?

Speaker speaker_1: And yes, um, what the name of the staffing agency you work for?

Speaker speaker_2: Um, oh, Hospitality some music.

Speaker speaker_1: Is this your first-

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And the last four digits of your Social?

Speaker speaker_2: 7682.

Speaker speaker_1: 7682. Your first and last name, sir.

Speaker speaker_2: Kanasia Lovett.

Speaker speaker_1: Can you repeat your first name?

Speaker speaker_2: Kanasia.

Speaker speaker_1: Kanasia. Hm. When did you start working for them?

Speaker speaker_2: Um, I was supposed to start working w- with, uh, some h- I was gonna, I'ma have to, I'm, I'm sorry. For some cooking job at a hotel I wanted to go to. And I've been with, um, off the schedule, but other, other than that, then I haven't been working at all 'cause I'm supposed to be getting called in from... uh, Kiara, Kialva. I think that's, I think that's her name.

Speaker speaker_1: Oh, okay. 'Cause we haven't received your information yet in our system.

Speaker speaker_2: What information you need?

Speaker speaker_1: So this is for, this is for the health insurance.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: But we, I don't see your information here. I don't see your... Will you mind if I look you up with the whole Social Security number? Sometimes the last four doesn't show.

Speaker speaker_2: Yes, yes. That's fine. Oh, shit. Just you need it now?

Speaker speaker_1: Yes, please.

Speaker speaker_2: 673-01-

Speaker speaker_1: 01-

Speaker speaker_2: 7682.

Speaker speaker_1: 7682. 673-01-7682.

Speaker speaker_2: Huh?

Speaker speaker_1: Yeah, we... Can you repeat it for me?

Speaker speaker_2: We don't have. Sure. 673-01-7682. Uh-huh.

Speaker speaker_1: So we have not received your file yet from HSS, so if you haven't h-started working, um, might be the reason why, 'cause you have to be actively working in order to enroll in the benefits. Um, but we have, if you would like, we could go ahead and create your file now, and...

Speaker speaker_2: Mm.

Speaker speaker_1: We should have received a form from you.

Speaker speaker_2: I mean, is there a, um, you said what, what?

Speaker speaker_1: Maybe they have sent it, but it hasn't been processed yet.

Speaker speaker_2: Could be.

Speaker speaker_1: For now, I'm not seeing it in the system. If you would like, we can go ahead and create a file for you.

Speaker speaker_2: Oh, um, mm, yeah, sure.

Speaker speaker_1: Okay. All right, bear with me. Let's start by getting the information. Give me one second. All right. This is...