

## **Transcript: Pamela**

**Blanc-5109204051869696-6660377896599552**

### **Full Transcript**

Thank you for calling Benefits Center, of course this is Pamela speaking how may I help you? I got a text message talking about a deduction payroll. Um, who do you work for? Uh, HireQuest. The name of the staffing agency. HireQuest. Hmm. Give me one second. And you say you received a text on lacking and... payment? It came today. Three minutes ago there was a lapse in coverage in the last one or two weeks due to a missed payroll deduction. Okay. May I have the last four digits of your social? 9786. And the first and last name? Benny Farrell. Hey, Mr. Farrell, for security reasons just to make sure we are in the correct file, can you please verify your complete address and date of birth? What, what is this first aid first? So we are the administrator for health insurance for a staffing agency. Okay, never mind. No problem.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits Center, of course this is Pamela speaking how may I help you?

Speaker speaker\_1: I got a text message talking about a deduction payroll.

Speaker speaker\_0: Um, who do you work for?

Speaker speaker\_1: Uh, HireQuest.

Speaker speaker\_0: The name of the staffing agency.

Speaker speaker\_1: HireQuest.

Speaker speaker\_0: Hmm. Give me one second. And you say you received a text on lacking and... payment?

Speaker speaker\_1: It came today. Three minutes ago there was a lapse in coverage in the last one or two weeks due to a missed payroll deduction.

Speaker speaker\_0: Okay. May I have the last four digits of your social?

Speaker speaker\_1: 9786.

Speaker speaker\_0: And the first and last name?

Speaker speaker\_1: Benny Farrell.

Speaker speaker\_0: Hey, Mr. Farrell, for security reasons just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: What, what is this first aid first?

Speaker speaker\_0: So we are the administrator for health insurance for a staffing agency.

Speaker speaker\_1: Okay, never mind.

Speaker speaker\_0: No problem.