

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits ... speaking now- You, you... Hello, my name is Vaughn. I, I... Mr... Name? Pamela. Pamela. Hi. How you doing? Okay. Sir, and you? I'm well. Um, I was told to call this number about some benefits they may be offering at this Temp Staff Company. In... what's the name of the company? Greenwood, uh, Temp Staff. Okay. May I have the last four digits of your Social so I can pull up your file? Uh, 5954. Your first and last name, sir. Vaughn Passer. Thank you. Mr. Passer, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. November the ninth, '68, 901 Parsons Greenwood, Mississippi 38930. Thank you for the information. We have a telephone number on file, 662-271-4226. And your email is your la- first name, F, last name, passer, @gmail.com? That's correct. Okay. So, um, Temp is under Open Enrollment. And let's see. Have you seen the benefit guide and what they offer? No, 'cause I couldn't di- they gave me a number 'cause I could never get... I, I couldn't get it to do anything. Now that may be my fault, but... So, what kind of benefits are they offering? Well, these, um, insurance are not like major insurance. They're basic and they already have a set amount that they're going to pay. Anything above that amount will be your responsibility. If you would like, I could send you a complete guide of what they offer. Um, you have into May 30th to enroll in the benefits. Okay. Uh, would you please send me a gui- I at least want to look at them before I say no. I, I need to look at them. No problem. Yes. Of course. Um, the email's coming in from info@benefitsinacard. Check your spam or junk mail. Okay. You must go there and remember, you have until the 30th to enroll for May. Okay. Right. Anything else I can do for you, sir? Nope. That's it. All right. Thank you. Have a great rest of the day. Yeah. Thank you. You do the same.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits ... speaking now-

Speaker speaker_1: You, you... Hello, my name is Vaughn. I, I... Mr... Name?

Speaker speaker_0: Pamela.

Speaker speaker_1: Pamela. Hi. How you doing?

Speaker speaker_0: Okay. Sir, and you?

Speaker speaker_1: I'm well. Um, I was told to call this number about some benefits they may be offering at this Temp Staff Company.

Speaker speaker_0: In... what's the name of the company?

Speaker speaker_1: Greenwood, uh, Temp Staff.

Speaker speaker_0: Okay. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: Uh, 5954.

Speaker speaker_0: Your first and last name, sir.

Speaker speaker_1: Vaughn Passer.

Speaker speaker_0: Thank you. Mr. Passer, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: November the ninth, '68, 901 Parsons Greenwood, Mississippi 38930.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 662-271-4226. And your email is your la- first name, F, last name, passer, @gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. So, um, Temp is under Open Enrollment. And let's see. Have you seen the benefit guide and what they offer?

Speaker speaker_1: No, 'cause I couldn't di- they gave me a number 'cause I could never get... I, I couldn't get it to do anything. Now that may be my fault, but... So, what kind of benefits are they offering?

Speaker speaker_0: Well, these, um, insurance are not like major insurance. They're basic and they already have a set amount that they're going to pay. Anything above that amount will be your responsibility. If you would like, I could send you a complete guide of what they offer. Um, you have into May 30th to enroll in the benefits.

Speaker speaker_1: Okay. Uh, would you please send me a gui- I at least want to look at them before I say no. I, I need to look at them.

Speaker speaker_0: No problem. Yes. Of course. Um, the email's coming in from info@benefitsinacard. Check your spam or junk mail.

Speaker speaker_1: Okay.

Speaker speaker_0: You must go there and remember, you have until the 30th to enroll for May.

Speaker speaker_1: Okay.

Speaker speaker_0: Right. Anything else I can do for you, sir?

Speaker speaker_1: Nope. That's it.

Speaker speaker_0: All right. Thank you. Have a great rest of the day.

Speaker speaker_1: Yeah. Thank you. You do the same.