

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits and Accard ... Hi. Um, I wanted to call because I'm working and the office told me the, um, to call this number so when I get paid, uh, you guys won't charge me for, like, the insurance 'cause I already have insurance and I don't want to have insurance with you. Who do you work for? Um, uh, let's... It's a staffing agency. Uh, the staffing agency is called, um, Trade Services. Uh, Integrated Trade Services. Integrity? Uh-huh. Integrity Trade- Can I have the last four digits of your Social? Yeah. Seven- 7086. 7086? Yeah. 7086. First and last name? Yuly Gonzales. What was the name again? Yuly Gonzales. Okay. When did you start working for that man, you said? Hmm. I started working with them was last week, so it was on Wednesday the 26th. Okay, and you said the last four digits 7086? Yes. Because I don't have your file yet in the system. We could go ahead and create a file, um, if you're willing to provide your personal information or you could give us a call back, I would say, maybe Wednesday or Thursday and we might have your information in the system. What would you like to do? Hmm. I'll call, I'll call back then. No problem. Just don't- Okay. ... forget to give us a call, all right? Okay. Thank you very much. Okay.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Accard ...

Speaker speaker\_1: Hi. Um, I wanted to call because I'm working and the office told me the, um, to call this number so when I get paid, uh, you guys won't charge me for, like, the insurance 'cause I already have insurance and I don't want to have insurance with you.

Speaker speaker\_0: Who do you work for?

Speaker speaker\_1: Um, uh, let's...

Speaker speaker\_0: It's a staffing agency.

Speaker speaker\_1: Uh, the staffing agency is called, um, Trade Services. Uh, Integrated Trade Services.

Speaker speaker\_0: Integrity?

Speaker speaker\_1: Uh-huh. Integrity Trade-

Speaker speaker\_0: Can I have the last four digits of your Social?

Speaker speaker\_1: Yeah. Seven- 7086.

Speaker speaker\_0: 7086?

Speaker speaker\_1: Yeah. 7086.

Speaker speaker\_0: First and last name?

Speaker speaker\_1: Yuly Gonzales.

Speaker speaker\_0: What was the name again?

Speaker speaker\_1: Yuly Gonzales.

Speaker speaker\_0: Okay. When did you start working for that man, you said?

Speaker speaker\_1: Hmm. I started working with them was last week, so it was on Wednesday the 26th.

Speaker speaker\_0: Okay, and you said the last four digits 7086?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Because I don't have your file yet in the system. We could go ahead and create a file, um, if you're willing to provide your personal information or you could give us a call back, I would say, maybe Wednesday or Thursday and we might have your information in the system. What would you like to do?

Speaker speaker\_1: Hmm. I'll call, I'll call back then.

Speaker speaker\_0: No problem. Just don't-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... forget to give us a call, all right?

Speaker speaker\_1: Okay. Thank you very much.

Speaker speaker\_0: Okay.