

## Transcript: Pamela

**Blanc-5273514221027328-6552985750257664**

### Full Transcript

Thank you for calling Benefits on a Card, this is Pamela speaking. How may I help you? Yes. Yes, I'm calling for my wife. Uh, we... How much is this insurance they sign you up for a month? Well, I will need to pull up your file in order to, mm-mm, know which... What the- Okay, yes. ... details are available. Judith Nemes. Uh- I need to see what staff agency- Kraft. ... you work for, and the- Kraft. ... last four digits of your Social. Uh, what's your last four digits? Social. I, I can look it up here. Is your spouse there with you? Yeah. Um, I'm gonna need her on the phone because I need to verify some information. All right, yeah. Thank you. Wait, I think I have her number. I still have her. You just ... Just a second. Pardon? Yeah, 2397. Hello. Good morning and good afternoon. Good afternoon. Hello? Yeah. Hi, my name is Pamela and I will be assisting you with the, um, information regarding the benefits. What's the name of the staffing agency you work for? Um, Kraft Heinz. That's the name of the staffing agency? I, no, I... The, the Search. I'm in Search. Okay. And the last four digits of your Social? Um, 2397. 2-3-9-7. Yep. Your first and last name. Uh, my first is Judith, Dith, that's my first name, and then my last name is Nemes. Namia, you said the last name? Nemes. N-E-M-E-T-H. Okay. Nemes. Yeah, M-E-T-H. N-E and then M-E-T-H. And when did you start working for Search? Um, I just started last week, to be honest. Yeah, last week Monday. So this is the- Okay. Um- This week is my second week. Okay, so we have not received your, your information from Search yet. Okay. Um- Okay, okay. So, let me see- Because they told me when I that they, they told me that, um, as, as you finish your, um, registration here, just call this number. So I thought it's already been . It's almost one week now anyway, so. No, you get a add-on roll right after your first paycheck. So, um- Oh, uh, okay, okay. So I'll call you after one month, I guess, or may... I, I will receive my paycheck maybe tomorrow. They told us after a week, like you're saying. Okay. No, after you get paid, your first paycheck, you get add-on rolls. It usually- Uh-huh. ... takes about three weeks or so for the benefits will become effective, and you will receive a- Mm-hmm. ... ID card in the mail. Ah, okay. So I will wait for that mail. No problem, ma'am. Anything else I can help- Nope. ... you? Nothing, nothing. Anyway, I want to cancel it. Is this the insurance, right? All right. Okay, bye. Thank you. Mm-hmm.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card, this is Pamela speaking. How may I help you?

Speaker speaker\_1: Yes. Yes, I'm calling for my wife. Uh, we... How much is this insurance they sign you up for a month?

Speaker speaker\_0: Well, I will need to pull up your file in order to, mm-mm, know which... What the-

Speaker speaker\_1: Okay, yes.

Speaker speaker\_0: ... details are available.

Speaker speaker\_1: Judith Nemes. Uh-

Speaker speaker\_0: I need to see what staff agency-

Speaker speaker\_1: Kraft.

Speaker speaker\_0: ... you work for, and the-

Speaker speaker\_1: Kraft.

Speaker speaker\_0: ... last four digits of your Social.

Speaker speaker\_1: Uh, what's your last four digits? Social. I, I can look it up here.

Speaker speaker\_0: Is your spouse there with you?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Um, I'm gonna need her on the phone because I need to verify some information.

Speaker speaker\_1: All right, yeah.

Speaker speaker\_0: Thank you.

Speaker speaker\_2: Wait, I think I have her number. I still have her. You just ...

Speaker speaker\_1: Just a second.

Speaker speaker\_2: Pardon? Yeah, 2397.

Speaker speaker\_3: Hello. Good morning and good afternoon.

Speaker speaker\_0: Good afternoon.

Speaker speaker\_3: Hello? Yeah.

Speaker speaker\_0: Hi, my name is Pamela and I will be assisting you with the, um, information regarding the benefits. What's the name of the staffing agency you work for?

Speaker speaker\_3: Um, Kraft Heinz.

Speaker speaker\_0: That's the name of the staffing agency?

Speaker speaker\_3: I, no, I... The, the Search. I'm in Search.

Speaker speaker\_0: Okay. And the last four digits of your Social?

Speaker speaker\_3: Um, 2397.

Speaker speaker\_0: 2-3-9-7.

Speaker speaker\_3: Yep.

Speaker speaker\_0: Your first and last name.

Speaker speaker\_3: Uh, my first is Judith, Dith, that's my first name, and then my last name is Nemes.

Speaker speaker\_0: Namia, you said the last name?

Speaker speaker\_3: Nemes. N-E-M-E-T-H.

Speaker speaker\_0: Okay.

Speaker speaker\_3: Nemes. Yeah, M-E-T-H. N-E and then M-E-T-H.

Speaker speaker\_0: And when did you start working for Search?

Speaker speaker\_3: Um, I just started last week, to be honest. Yeah, last week Monday. So this is the-

Speaker speaker\_0: Okay. Um-

Speaker speaker\_3: This week is my second week.

Speaker speaker\_0: Okay, so we have not received your, your information from Search yet.

Speaker speaker\_3: Okay.

Speaker speaker\_0: Um-

Speaker speaker\_3: Okay, okay.

Speaker speaker\_0: So, let me see-

Speaker speaker\_3: Because they told me when I that they, they told me that, um, as, as you finish your, um, registration here, just call this number. So I thought it's already been . It's almost one week now anyway, so.

Speaker speaker\_0: No, you get a add-on roll right after your first paycheck. So, um-

Speaker speaker\_3: Oh, uh, okay, okay. So I'll call you after one month, I guess, or may... I, I will receive my paycheck maybe tomorrow. They told us after a week, like you're saying.

Speaker speaker\_0: Okay. No, after you get paid, your first paycheck, you get add-on rolls. It usually-

Speaker speaker\_3: Uh-huh.

Speaker speaker\_0: ... takes about three weeks or so for the benefits will become effective, and you will receive a-

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_0: ... ID card in the mail.

Speaker speaker\_3: Ah, okay. So I will wait for that mail.

Speaker speaker\_0: No problem, ma'am. Anything else I can help-

Speaker speaker\_3: Nope.

Speaker speaker\_0: ... you?

Speaker speaker\_3: Nothing, nothing. Anyway, I want to cancel it. Is this the insurance, right?

Speaker speaker\_0: All right.

Speaker speaker\_3: Okay, bye. Thank you.

Speaker speaker\_0: Mm-hmm.