

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 a Jar. This is Pamela speaking. How may I help you? Um, I got a text message telling me that I need to hurry up and call Surge. I can't, um, understand what you're saying, ma'am. Go ahead. Barely hear you. Oh, I'm sorry. I had gotten a text message saying that I need to hurry up and call Surge right away. To c- to call Surge? Yeah. Okay. So we are the administrator for health insurance for the staffing agency. Um, it's to let you know that you enrolled in the health benefits or declined since they do auto-enroll you. No, I wasn't looking for that. I was trying to get an appointment. That's what it was for. But thank you.

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 a Jar. This is Pamela speaking. How may I help you?

Speaker speaker_2: Um, I got a text message telling me that I need to hurry up and call Surge.

Speaker speaker_1: I can't, um, understand what you're saying, ma'am. Go ahead. Barely hear you.

Speaker speaker_2: Oh, I'm sorry. I had gotten a text message saying that I need to hurry up and call Surge right away.

Speaker speaker_1: To c- to call Surge?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So we are the administrator for health insurance for the staffing agency. Um, it's to let you know that you enrolled in the health benefits or declined since they do auto-enroll you.

Speaker speaker_2: No, I wasn't looking for that. I was trying to get an appointment. That's what it was for. But thank you.