

## **Transcript: Pamela**

**Blanc-5336152403132416-5002586855096320**

### **Full Transcript**

Thank you for calling Benefits 10-O-Car. This is Pamela speaking. How may I help you? Yes, I think I already got this, uh, benefit enrolled. Can you double-check and make sure that you got it done for me? Sure. You receive a text? Yes, I did. Okay. It's just, um... The texts, they go out automatically, so you see on the, your moment period. What's in the staffing agency you working for? Uh, Partner Solution out of Greenville. Partner Solution? Partner Solu- I'm pretty sure that's my... Hold on. Partner Personnel? Yeah, Personnel. I'm so... Oh, that's okay. Um, may I have the last four digits of your Social? 0149. Your first and last name, ma'am? Linda Bassich, B-A-S-S-I-C-H. All right. Ms. Uh, Bassich, for security reasons, just to ensure we are in the correct file, I need to verify your complete address and date of birth. Birthday, 5-10-60. Address, 228 Little Hope Road, Blacksburg, South Carolina, 29702. Thank you for the information. We have a telephone number on file, 864-316-4235 and- Yep. ... email of lpenther745 at Gmail. All right. Yep. Let's see here. So yes, you are enrolled. Okay. It's just still pending. Um, you might receive again the messages. They just go out automatically because you're still under your 30 days to enroll. Okay, because I think- All right. ... this makes my fourth week. I, okay. I just wanted to double-check to make sure. That's all. Okay, thank you. Bye-bye. Thank you for being...

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10-O-Car. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Yes, I think I already got this, uh, benefit enrolled. Can you double-check and make sure that you got it done for me?

Speaker speaker\_0: Sure. You receive a text?

Speaker speaker\_1: Yes, I did.

Speaker speaker\_0: Okay. It's just, um... The texts, they go out automatically, so you see on the, your moment period. What's in the staffing agency you working for?

Speaker speaker\_1: Uh, Partner Solution out of Greenville.

Speaker speaker\_0: Partner Solution?

Speaker speaker\_1: Partner Solu- I'm pretty sure that's my... Hold on.

Speaker speaker\_0: Partner Personnel?

Speaker speaker\_1: Yeah, Personnel. I'm so...

Speaker speaker\_0: Oh, that's okay. Um, may I have the last four digits of your Social?

Speaker speaker\_1: 0149.

Speaker speaker\_0: Your first and last name, ma'am?

Speaker speaker\_1: Linda Bassich, B-A-S-S-I-C-H.

Speaker speaker\_0: All right. Ms. Uh, Bassich, for security reasons, just to ensure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_1: Birthday, 5-10-60. Address, 228 Little Hope Road, Blacksburg, South Carolina, 29702.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file, 864-316-4235 and-

Speaker speaker\_1: Yep.

Speaker speaker\_0: ... email of lpenther745 at Gmail. All right.

Speaker speaker\_1: Yep.

Speaker speaker\_0: Let's see here. So yes, you are enrolled.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It's just still pending. Um, you might receive again the messages. They just go out automatically because you're still under your 30 days to enroll.

Speaker speaker\_1: Okay, because I think-

Speaker speaker\_0: All right.

Speaker speaker\_1: ... this makes my fourth week. I, okay. I just wanted to double-check to make sure. That's all. Okay, thank you. Bye-bye.

Speaker speaker\_0: Thank you for being...