

Transcript: Pamela

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Full Transcript

You're calling Benefits 10-04. My name is Pamela, how may I help you? Um, I got a text message saying that I would be automatically enrolled in this insurance. Has that already happened? Uh, well, I will have to pull up your file and... and see. I don't know anything about the insurance at all. I don't want to get into it. Like, I don't even know anything about it. I understand, but in order for me to help you, I need to pull up your file. Pull up your report card. Okay, great. Uh, Surg Staffing. Surg Staffing it is. What's the name? Surg Staffing. S-U-R-G. Okay. And the last four digits? My Social? Yes, sir. 8449. 8449. And your first and last name, sir? First name, S-E-I-S-U-K-E. Last name is K-O-H-N-O. Hello? Okay, Mr. Khono? Yeah. All right. So for security reasons, and just to make sure we are in the correct file, I need to verify the complete address and date of birth. Uh, 73 Laurel Street, London, Ohio, 43140. Um, birthday 10/29/1986. All right. Thank you for the information. We have a telephone number on file, 614-902-6806. Yep. Your email, david, your last name, 500@gmail.com. So I could go ahead and decline the auto-enrollment if you would like me to do. Have I already been charged for it? Because it seems like my check is less than it should be. No, sir. You haven't been charged for it. Right. Yeah. Can you send me... And if anything, we can 15 cents. Can you send me information about the insurance? Like I said, I just know absolutely nothing about it. Like what are the copays, what's covered? Oh, okay. Things like that. So- I don't know anything about it. I could go ahead and email you the benefit guide. Okay. And you have... Let's see. Yeah, I might consider it, but I just don't know anything about it yet. No problem. Um, so check the email. When you look, look up the email up, check your spam and junk mail, it might go there, and it's coming in from info@benefits 10-04. Okay. All right. Great. But- Is there anything else I could do for you, sir? That's everything. Thank you. All right. Thank you for giving us a call. Have a great rest of the day. Bye.

Conversation Format

Speaker speaker_0: You're calling Benefits 10-04. My name is Pamela, how may I help you?

Speaker speaker_1: Um, I got a text message saying that I would be automatically enrolled in this insurance. Has that already happened?

Speaker speaker_0: Uh, well, I will have to pull up your file and... and see.

Speaker speaker_1: I don't know anything about the insurance at all. I don't want to get into it. Like, I don't even know anything about it.

Speaker speaker_0: I understand, but in order for me to help you, I need to pull up your file. Pull up your report card.

Speaker speaker_1: Okay, great. Uh, Surg Staffing.

Speaker speaker_0: Surg Staffing it is. What's the name?

Speaker speaker_1: Surg Staffing. S-U-R-G.

Speaker speaker_0: Okay. And the last four digits?

Speaker speaker_1: My Social?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: 8449.

Speaker speaker_0: 8449. And your first and last name, sir?

Speaker speaker_1: First name, S-E-I-S-U-K-E. Last name is K-O-H-N-O.

Speaker speaker_0: Hello? Okay, Mr. Khono?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. So for security reasons, and just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker_1: Uh, 73 Laurel Street, London, Ohio, 43140. Um, birthday 10/29/1986.

Speaker speaker_0: All right. Thank you for the information. We have a telephone number on file, 614-902-6806.

Speaker speaker_1: Yep.

Speaker speaker_0: Your email, david, your last name, 500@gmail.com. So I could go ahead and decline the auto-enrollment if you would like me to do.

Speaker speaker_1: Have I already been charged for it? Because it seems like my check is less than it should be.

Speaker speaker_0: No, sir. You haven't been charged for it.

Speaker speaker_1: Right. Yeah. Can you send me...

Speaker speaker_0: And if anything, we can 15 cents.

Speaker speaker_1: Can you send me information about the insurance? Like I said, I just know absolutely nothing about it. Like what are the copays, what's covered?

Speaker speaker_0: Oh, okay.

Speaker speaker_1: Things like that.

Speaker speaker_0: So-

Speaker speaker_1: I don't know anything about it.

Speaker speaker_0: I could go ahead and email you the benefit guide.

Speaker speaker_1: Okay.

Speaker speaker_0: And you have... Let's see.

Speaker speaker_1: Yeah, I might consider it, but I just don't know anything about it yet.

Speaker speaker_0: No problem. Um, so check the email. When you look, look up the email up, check your spam and junk mail, it might go there, and it's coming in from info@benefits 10-04.

Speaker speaker_1: Okay.

Speaker speaker_0: All right.

Speaker speaker_1: Great. But-

Speaker speaker_0: Is there anything else I could do for you, sir?

Speaker speaker_1: That's everything. Thank you.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: Bye.