

## **Transcript: Pamela**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center of Hollywood. This is Pamela speaking, how may I help you? Yeah, hi. Uh, I'm just calling to, uh, just get... I got a text message pertaining about enrollment. Yes, just letting you know that there are- Oh, Ben. Go ahead. We are the administrator for health insurance for different staffing agency. Oh, okay. So what benefits am I enrolling supposedly? You're working for? Oh, uh, what is it? People's Partner. Partner's Partner? I'm with the, um... Yeah. Um, Partner Personnel offer different medical plans. They offer about six different medical plan fees. Insurance are not like major insurance. They already have a set amount- So- ... they're gonna pay. So is this just for medical then? Yes, sir. Oh, okay. All right. Okay. Thank you for giving us a call. All right, 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 Center of Hollywood. This is Pamela speaking, how may I help you?

Speaker speaker\_2: Yeah, hi. Uh, I'm just calling to, uh, just get... I got a text message pertaining about enrollment.

Speaker speaker\_1: Yes, just letting you know that there are-

Speaker speaker\_2: Oh, Ben. Go ahead.

Speaker speaker\_1: We are the administrator for health insurance for different staffing agency.

Speaker speaker\_2: Oh, okay. So what benefits am I enrolling supposedly?

Speaker speaker\_1: You're working for?

Speaker speaker\_2: Oh, uh, what is it? People's Partner.

Speaker speaker\_1: Partner's Partner?

Speaker speaker\_2: I'm with the, um... Yeah.

Speaker speaker\_1: Um, Partner Personnel offer different medical plans. They offer about six different medical plan fees. Insurance are not like major insurance. They already have a set

amount-

Speaker speaker\_2: So-

Speaker speaker\_1: ... they're gonna pay.

Speaker speaker\_2: So is this just for medical then?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Oh, okay. All right.

Speaker speaker\_1: Okay. Thank you for giving us a call.

Speaker speaker\_2: All right, thank you.