

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Center Cards. This is Thelma speaking, how may I help you? Um, is there any way I could talk to Stephanie? I just talked to her, but we must have got disconnected. No problem. Let me see if she's available, just bear with me. Ma'am, what is your name, so I could let her know? Cindy Ford. Cindy? Okay. Yeah. Hello? Yeah, I'm here. Oh, I didn't know if you were still trying to get ahold of her or... Yeah, um, I was just making sure that she's not with another number. She's with another customer at this time, so just bear with me. That me. So you think it's possible I can help you? Uh, well, I was, I was just calling for... Me and my husband, uh, wanted to opt out of the health insurance. Mm-hmm. She got all of my information, but she said he'd have to have permission from my husband, but he's at work right now. Okay. And at what time he gets home? It'll be, like, earl- late, like, past midnight. But, um, we open from eight o'clock in the morning to eight o'clock Eastern Time. Um, if there's something- I'll tell him. Because he could call us and let us know to make the note that you will call on his behalf if it's necessary. But it doesn't take too long if he, if he gives us a call. Okay, I'll just have him call you tomorrow. No problem. He can call as early as at eight o'clock in the morning, Eastern Time. Okay. All right. Thank you, Mrs. Ford, for calling us. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Cards. This is Thelma speaking, how may I help you?

Speaker speaker_1: Um, is there any way I could talk to Stephanie? I just talked to her, but we must have got disconnected.

Speaker speaker_0: No problem. Let me see if she's available, just bear with me. Ma'am, what is your name, so I could let her know?

Speaker speaker_1: Cindy Ford.

Speaker speaker_0: Cindy? Okay.

Speaker speaker_1: Yeah. Hello?

Speaker speaker_0: Yeah, I'm here.

Speaker speaker_1: Oh, I didn't know if you were still trying to get ahold of her or...

Speaker speaker_0: Yeah, um, I was just making sure that she's not with another number. She's with another customer at this time, so just bear with me. That me. So you think it's possible I can help you?

Speaker speaker_1: Uh, well, I was, I was just calling for... Me and my husband, uh, wanted to opt out of the health insurance.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: She got all of my information, but she said he'd have to have permission from my husband, but he's at work right now.

Speaker speaker_0: Okay. And at what time he gets home?

Speaker speaker_1: It'll be, like, earl- late, like, past midnight.

Speaker speaker_0: But, um, we open from eight o'clock in the morning to eight o'clock Eastern Time. Um, if there's something-

Speaker speaker_1: I'll tell him.

Speaker speaker_0: Because he could call us and let us know to make the note that you will call on his behalf if it's necessary. But it doesn't take too long if he, if he gives us a call.

Speaker speaker_1: Okay, I'll just have him call you tomorrow.

Speaker speaker_0: No problem. He can call as early as at eight o'clock in the morning, Eastern Time.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Thank you, Mrs. Ford, for calling us.

Speaker speaker_1: Thank you.