

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. Thank you for calling Benefits and a Card, this is Pamela speaking, how may I help you? How you doing, Pamela? I was actually trying to figure out who you guys were, um, as far as coverage goes. I received email from you guys, I'm just not sure what your company's name is or who you're affiliated with. Okay, so we are the administrator for health insurance for different staffing agency. Mm-hmm. And- Okay. ... um, maybe the email is regarding open enrollment or if you're already enrolled- Mm-hmm. ... we might be missing information. Mm-hmm. Yeah, that sounds about right, okay. Well, that's really the, um, that's enough verification for me to understand, um, what the email is pertaining to, so I will... I just wanted to validate it, you know how it is these days. Y- yes, I agree. Mm-hmm. All right. Well, thank you. Thank you for giving us a call. Mm-hmm. Have a great rest of the day. You too. Thank you. Bye. Bye bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello. Thank you for calling Benefits and a Card, this is Pamela speaking, how may I help you?

Speaker speaker_2: How you doing, Pamela? I was actually trying to figure out who you guys were, um, as far as coverage goes. I received email from you guys, I'm just not sure what your company's name is or who you're affiliated with.

Speaker speaker_1: Okay, so we are the administrator for health insurance for different staffing agency.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And-

Speaker speaker_2: Okay.

Speaker speaker_1: ... um, maybe the email is regarding open enrollment or if you're already enrolled-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... we might be missing information.

Speaker speaker_2: Mm-hmm. Yeah, that sounds about right, okay. Well, that's really the, um, that's enough verification for me to understand, um, what the email is pertaining to, so I will... I just wanted to validate it, you know how it is these days.

Speaker speaker_1: Y- yes, I agree.

Speaker speaker_2: Mm-hmm. All right. Well, thank you.

Speaker speaker_1: Thank you for giving us a call.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Have a great rest of the day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Bye.

Speaker speaker_2: Bye bye.