

Transcript: Pamela

Blanc-5639791430123520-5492160586366976

Full Transcript

Thank you for calling Benefits 10-0-4. This is Sandra speaking. How may I help you? Hey. Um, I wanted to check if my benefits are active or not. All right. And who do you work for, ma'am? I'm, I'm sorry- Your name is- ... I didn't quite hear you. My name? Oh, what's the staff per- No, the staffing agency you work for? Um, uh, the agency is TRC Talent Solutions. May I have the last four digits of the Social? 5657. Your first and last name? Najwa Kenyatta. Ms. Kenyatta, um, can we please verify the complete address and date of birth for security reasons, and to make sure we are in the correct file? My address is 2768 South 160th Lane, um, and what else did you need? The complete address and date of birth. Oh, uh, January 12th '05. And where is your address located, like, um, the city, state and ZIP code? So just to make sure I have it correct. Oh, um, Goodyear, Arizona, 85238. Thank you for the information. Um, I have phone number on file for 480-810-6752, and your email is your first last name at gmail.com? Yes. Okay. So your benefits are not active yet, 'cause we have not received the premium from your employer. Um... Mm-hmm. As soon as we receive it the following Monday, your benefits should be active. But we have not received it yet. Okay. Are you saying that it should be active by n- next week? Well, not next week. I cannot show you that. We don't have access to your payroll. So we have to wait for them to send the information. Oh, okay. Do you want to- Is there a way to, like, un-enroll into, the benefits? Am I enrolled in it or...? Yes. Yes, you are. It's just that we need to receive the first premium from your employer in order- Oh. ... for you to benefit this far. Okay. All right. Um, okay. Um, thank you. Okay. Thank you for giving us a call. Have a great rest of the day. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-0-4. This is Sandra speaking. How may I help you?

Speaker speaker_1: Hey. Um, I wanted to check if my benefits are active or not.

Speaker speaker_0: All right. And who do you work for, ma'am?

Speaker speaker_1: I'm, I'm sorry-

Speaker speaker_0: Your name is-

Speaker speaker_1: ... I didn't quite hear you. My name?

Speaker speaker_0: Oh, what's the staff per- No, the staffing agency you work for?

Speaker speaker_1: Um, uh, the agency is TRC Talent Solutions.

Speaker speaker_0: May I have the last four digits of the Social?

Speaker speaker_1: 5657.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Najwa Kenyatta.

Speaker speaker_0: Ms. Kenyatta, um, can we please verify the complete address and date of birth for security reasons, and to make sure we are in the correct file?

Speaker speaker_1: My address is 2768 South 160th Lane, um, and what else did you need?

Speaker speaker_0: The complete address and date of birth.

Speaker speaker_1: Oh, uh, January 12th '05.

Speaker speaker_0: And where is your address located, like, um, the city, state and ZIP code? So just to make sure I have it correct.

Speaker speaker_1: Oh, um, Goodyear, Arizona, 85238.

Speaker speaker_0: Thank you for the information. Um, I have phone number on file for 480-810-6752, and your email is your first last name at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So your benefits are not active yet, 'cause we have not received the premium from your employer. Um...

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: As soon as we receive it the following Monday, your benefits should be active. But we have not received it yet.

Speaker speaker_1: Okay. Are you saying that it should be active by n- next week?

Speaker speaker_0: Well, not next week. I cannot show you that. We don't have access to your payroll. So we have to wait for them to send the information.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Do you want to-

Speaker speaker_1: Is there a way to, like, un-enroll into, the benefits? Am I enrolled in it or...?

Speaker speaker_0: Yes. Yes, you are. It's just that we need to receive the first premium from your employer in order-

Speaker speaker_1: Oh.

Speaker speaker_0: ... for you to benefit this far.

Speaker speaker_1: Okay.

Speaker speaker_0: All right.

Speaker speaker_1: Um, okay. Um, thank you.

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

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye.