

## **Transcript: Pamela**

**Blanc-5665791434997760-4515926013296640**

### **Full Transcript**

Thank you for calling Benefits and Accords, this is ... how may I help you, sir? Yes, ma'am. I'm returning a call, I have a couple of missed calls .... We are the administrator for health insurance for staffing agency, sir. Yes. Um... did they left you a message or... No, they just, I just figured I, I did have a missed call. I could barely hear you, sir. I, I just... I have a missed call from this number. Yeah, so we are the administrator for health insurance for s- different staffing agency. Uh-huh. Are you currently w- working for one? Yes. And what's the name of the staffing agency? It's, uh, Superior, Superior Steel Trades. Okay. So, they are on, under open enrollment at this time, just wanted to- Okay. ... letting you know. Okay. All right. Um, I- I think I'm already enrolled. I think they're- Okay. ... just transferring me to, to you guys. Benefits and Accords. Uh-huh. Yeah, they doing the transition. Oh, okay. Yeah, they're doing a transition. Okay. All right? Yeah. So in case I need to make any changes, do I call back this number, or where do I go? Yes, sir. Yes, sir. You'll be able to call. Okay, s-... okay, sounds good. All right. Thank you. Thank you for giving us a call, have a great rest of the day. You too, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Accords, this is ... how may I help you, sir?

Speaker speaker\_1: Yes, ma'am. I'm returning a call, I have a couple of missed calls ....

Speaker speaker\_0: We are the administrator for health insurance for staffing agency, sir.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Um... did they left you a message or...

Speaker speaker\_1: No, they just, I just figured I, I did have a missed call.

Speaker speaker\_0: I could barely hear you, sir.

Speaker speaker\_1: I, I just... I have a missed call from this number.

Speaker speaker\_0: Yeah, so we are the administrator for health insurance for s- different staffing agency.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: Are you currently w- working for one?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And what's the name of the staffing agency?

Speaker speaker\_1: It's, uh, Superior, Superior Steel Trades.

Speaker speaker\_0: Okay. So, they are on, under open enrollment at this time, just wanted to-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... letting you know.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Um, I-

Speaker speaker\_1: I think I'm already enrolled. I think they're-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... just transferring me to, to you guys. Benefits and Accords.

Speaker speaker\_0: Uh-huh. Yeah, they doing the transition.

Speaker speaker\_1: Oh, okay. Yeah, they're doing a transition. Okay.

Speaker speaker\_0: All right?

Speaker speaker\_1: Yeah. So in case I need to make any changes, do I call back this number, or where do I go?

Speaker speaker\_0: Yes, sir. Yes, sir. You'll be able to call.

Speaker speaker\_1: Okay, s-... okay, sounds good.

Speaker speaker\_0: All right.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Thank you for giving us a call, have a great rest of the day.

Speaker speaker\_1: You too, bye-bye.