

Transcript: Pamela

Blanc-5876853943615488-5492382174068736

Full Transcript

The shipments have almost sold out. Oh, really? Mm-hmm. Thank you for calling Benefits and Your Card. This is Pamela speaking. How may I help you? Hi, Pamela, my name is Barbara Brown. Uh, I'm a new applicant, um, and I'm completing... uh, I'm calling you because, uh, I was given the Benefits and Card, uh, Plan, and I want to decline selecting an- anything, any benefits. Who do you work for, ma'am? I beg your pardon? Who do you work for? I haven't started yet. Are you acting on behalf of somebody else? I haven't started yet. Okay. Well, can you let me- Um, uh, called from staffing, uh- Okay. ... gave me the documents to complete today. I... All right, I understand. Um, Mrs. Carlton. You don't want to be enrolled in the health benefits? No, I do not. I already have health coverage. Thank you. So let's see if your information is in the system. Okay. Just a sec. Let's see, 'cause I know you- What's your name again? Pamela. Pamela. Thank you. Sure. May I have the last four digits of your Social? 1405. Can you repeat your name for me, ma'am? Barbara Brown. Barbara is B-A-R-B-A-R-A and Brown like the color. Okay. So we have not received your information yet. We usually receive it, like, a week after you start working. But if you're- willing to provide the personal information, we can- I will. ... go ahead and take... create the file and begin the auto-enrollment. Okay. Can I give you whatever you need? Just ask me and I'll tell you. Sure. Just bear with me. Let's see. Okay. I've got Barbara Brown. Okay. So Ms. Brown, this time, I'm gonna need the whole Social Security number. It's 500-621405. I'm gonna read it back to you to make sure I have it correct. 500-621405. Correct. Okay. So, um, now your date of birth, ma'am. 10/22/1955. 10/22/'55. And I need your mailing address. 31 19 Dandelion, and I'll spell it. It's D as in David, A as in Apple, N as in Nancy, D as in David, E as in Edward, L-I-O-N, Lion. One word. Drive. Richmond. The city is Richmond. R-I-C-H-M-O-N-D, Texas. And my zip is 77469. And I apologize. You said your name was Pamela? Yes, ma'am. Oh, okay. I got it right. . Okay. Just give me... Almost done. You want me to repeat my address again? No. No. We almost done. So the number- Oh. ... you're calling from is a good number to reach you? Uh, yes, that's the only number, 346-336-1965. All right. Ms. Brown, I went ahead and declined the re- um, the benefits. Thank you. Thank you. So when the rest of my application, uh, gets... all of this will be connected together? Yes. When we- Okay. ... receive it, it's gonna be... the file is gonna be already here. And- Okay. ... so it will not have to process. Okay. All right. Thank you so much. I appreciate it. Thank you for giving us a call. Have a great rest of the day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: The shipments have almost sold out.

Speaker speaker_1: Oh, really?

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: Thank you for calling Benefits and Your Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, Pamela, my name is Barbara Brown. Uh, I'm a new applicant, um, and I'm completing... uh, I'm calling you because, uh, I was given the Benefits and Card, uh, Plan, and I want to decline selecting an- anything, any benefits.

Speaker speaker_3: Who do you work for, ma'am?

Speaker speaker_1: I beg your pardon?

Speaker speaker_3: Who do you work for?

Speaker speaker_1: I haven't started yet.

Speaker speaker_3: Are you acting on behalf of somebody else?

Speaker speaker_1: I haven't started yet.

Speaker speaker_3: Okay. Well, can you let me-

Speaker speaker_1: Um, uh, called from staffing, uh-

Speaker speaker_3: Okay.

Speaker speaker_1: ... gave me the documents to complete today.

Speaker speaker_3: I... All right, I understand. Um, Mrs. Carlton. You don't want to be enrolled in the beh- health benefits?

Speaker speaker_1: No, I do not. I already have health coverage. Thank you.

Speaker speaker_3: So let's see if your information is in the system.

Speaker speaker_1: Okay.

Speaker speaker_3: Just a sec. Let's see, 'cause I know you-

Speaker speaker_1: What's your name again?

Speaker speaker_3: Pamela.

Speaker speaker_1: Pamela. Thank you.

Speaker speaker_3: Sure. May I have the last four digits of your Social?

Speaker speaker_1: 1405.

Speaker speaker_3: Can you repeat your name for me, ma'am?

Speaker speaker_1: Barbara Brown. Barbara is B-A-R-B-A-R-A and Brown like the color.

Speaker speaker_3: Okay. So we have not received your information yet. We usually receive it, like, a week after you start working. But if you're-

Speaker speaker_1: .

Speaker speaker_3: ... willing to provide the personal information, we can-

Speaker speaker_1: I will.

Speaker speaker_3: ... go ahead and take... create the file and begin the auto-enrollment.

Speaker speaker_1: Okay. Can I give you whatever you need? Just ask me and I'll tell you.

Speaker speaker_3: Sure. Just bear with me. Let's see. Okay. I've got Barbara Brown. Okay. So Ms. Brown, this time, I'm gonna need the whole Social Security number.

Speaker speaker_1: It's 500-621405.

Speaker speaker_3: I'm gonna read it back to you to make sure I have it correct. 500-621405.

Speaker speaker_1: Correct.

Speaker speaker_3: Okay. So, um, now your date of birth, ma'am.

Speaker speaker_1: 10/22/1955.

Speaker speaker_3: 10/22/'55. And I need your mailing address.

Speaker speaker_1: 31 19 Dandelion, and I'll spell it. It's D as in David, A as in Apple, N as in Nancy, D as in David, E as in Edward, L-I-O-N, Lion. One word. Drive. Richmond. The city is Richmond. R-I-C-H-M-O-N-D, Texas. And my zip is 77469. And I apologize. You said your name was Pamela?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_1: Oh, okay. I got it right. .

Speaker speaker_3: Okay. Just give me... Almost done.

Speaker speaker_1: You want me to repeat my address again?

Speaker speaker_3: No. No. We almost done. So the number-

Speaker speaker_1: Oh.

Speaker speaker_3: ... you're calling from is a good number to reach you?

Speaker speaker_1: Uh, yes, that's the only number, 346-336-1965.

Speaker speaker_3: All right. Ms. Brown, I went ahead and declined the re- um, the benefits.

Speaker speaker_1: Thank you. Thank you. So when the rest of my application, uh, gets... all of this will be connected together?

Speaker speaker_3: Yes. When we-

Speaker speaker_1: Okay.

Speaker speaker_3: ... receive it, it's gonna be... the file is gonna be already here. And-

Speaker speaker_1: Okay.

Speaker speaker_3: ... so it will not have to process.

Speaker speaker_1: Okay. All right. Thank you so much. I appreciate it.

Speaker speaker_3: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too. Bye-bye.