

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hello, Pamela. This Decario Harfield. I know you guys called me, um, earlier about my, uh, health insurance, I think, for my job. Okay. Who do you work for? Yeah, yeah. I know... Sorry, say that again? Who do you work for? Um, I work at the warehouse, um, Par- uh, Parmelo State Armory. I need the name of the staffing agency. Decario Harfield. Oh, staffing agency is, uh, Megan Jefferson. Megan Jefferson. Let me check. Um, um, that name doesn't sound familiar. Give me one second. Yeah. Okay. Let's see. Megan Jefferson. Megan Jefferson, yes. I do not have a staffing agency with that name. Oh. Um, can you repeat that name? You said Mega Jefferson? No, Megan Jefferson. Yes. That's the name of your staffing agency? Yeah, that's my staffing agency that, um, got me the job. No, I, I do not have a... No. Give me one second. Mm-hmm. Let's see. 'Cause I've got a phone call that says, "To keep reminder, once you start working, you have 30 days to ch- after your first paycheck to make any coverage." It's just that I don't see. You got an email? Yes. Blue23-1989. No, no, I'm sorry. You say you got a text or an email regarding your benefits? Oh, no, no. Oh, no, I have a, um, voice message. Hmm. Wait one second. Let me see. Trying to see if I could find anything. Uh, it doesn't... That's definitely... I don't have it, um, with that name on. Megaforce? Can you state your name? Decario Harfield. Yes. TRC. Okay, Mr. Harfield, can you verify complete as Oh. ... make sure I am in the correct file? Oh, the addre- the address? Mm-hmm. Uh, 404 Cabin Drive. And where is this address located? I just want to make sure that the, the file that I'm in right now is your file. I have the information that was sent there. Staffing agency, the name you were giving me, it doesn't match with any of the one I have. I just want to make sure that you are, um, I'm in the correct file, 'cause I find your name and the last four of your Social with TRC Staffing. So I want to make sure that it's you. That's why I need to verify everything complete, like the whole address and date of birth. Hello? Hello? Hello? Sorry. Oh, sorry about that.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hello, Pamela. This Decario Harfield. I know you guys called me, um, earlier about my, uh, health insurance, I think, for my job.

Speaker speaker_1: Okay. Who do you work for?

Speaker speaker_2: Yeah, yeah. I know... Sorry, say that again?

Speaker speaker_1: Who do you work for?

Speaker speaker_2: Um, I work at the warehouse, um, Par- uh, Parmelo State Armory.

Speaker speaker_1: I need the name of the staffing agency.

Speaker speaker_2: Decario Harfield. Oh, staffing agency is, uh, Megan Jefferson.

Speaker speaker_1: Megan Jefferson. Let me check. Um, um, that name doesn't sound familiar. Give me one second.

Speaker speaker_2: Yeah. Okay.

Speaker speaker_1: Let's see. Megan Jefferson.

Speaker speaker_2: Megan Jefferson, yes.

Speaker speaker_1: I do not have a staffing agency with that name.

Speaker speaker_2: Oh. Um, can you repeat that name?

Speaker speaker_1: You said Mega Jefferson?

Speaker speaker_2: No, Megan Jefferson. Yes.

Speaker speaker_1: That's the name of your staffing agency?

Speaker speaker_2: Yeah, that's my staffing agency that, um, got me the job.

Speaker speaker_1: No, I, I do not have a... No. Give me one second.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Let's see.

Speaker speaker_2: 'Cause I've got a phone call that says, "To keep reminder, once you start working, you have 30 days to ch- after your first paycheck to make any coverage."

Speaker speaker_1: It's just that I don't see. You got an email?

Speaker speaker_2: Yes. Blue23-1989.

Speaker speaker_1: No, no, I'm sorry. You say you got a text or an email regarding your benefits?

Speaker speaker_2: Oh, no, no. Oh, no, I have a, um, voice message.

Speaker speaker_1: Hmm. Wait one second. Let me see. Trying to see if I could find anything. Uh, it doesn't... That's definitely... I don't have it, um, with that name on. Megaforce? Can you state your name?

Speaker speaker_2: Decario Harfield.

Speaker speaker_1: Yes. TRC. Okay, Mr. Harfield, can you verify complete as

Speaker speaker_3: Oh.

Speaker speaker_1: ... make sure I am in the correct file?

Speaker speaker_2: Oh, the addre- the address?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Uh, 404 Cabin Drive.

Speaker speaker_1: And where is this address located? I just want to make sure that the, the file that I'm in right now is your file. I have the information that was sent there. Staffing agency, the name you were giving me, it doesn't match with any of the one I have. I just want to make sure that you are, um, I'm in the correct file, 'cause I find your name and the last four of your Social with TRC Staffing. So I want to make sure that it's you. That's why I need to verify everything complete, like the whole address and date of birth. Hello? Hello? Hello? Sorry.

Speaker speaker_2: Oh, sorry about that.