

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hello. Um, this is Jaylen. I'm calling to get more information on- I can't really hear you, sir. Um, can you repeat that? I, I was not able to hear you. Oh, one second. Can you hear me now? Yes. Um, I was, uh, calling to see, get more information about the benefits my staffing agency told me about after my first search. And who do you work for? Uh, Wagner. Okay. May I have the last four digits of your Social so I can open up your file? 3906. First and last name? Jaylen Williams. J-A-Y-L-E-N. Mr. Williams, for security reasons, just to make sure we are in the correct file- Yes. ... um, can you verify your complete address and date of birth? Um, uh, 333356 Wind, Wingate Drive, 5-0501, 1997. Thank you. We have a phone number, 54705791251. Yes. And your email is your first name, last name, 515... Yes. I see that you're already enrolled, um, in medical, dental, vision, life insurance, accident and behavioral health. Um, we're just waiting for your employer to make the deduction, that deduction on your payroll in order for your benefits to start. Okay. Okay. Okay. So I have to talk with them- So 100% deduction, um, the following Monday, your benefits should be active. Okay. All right. Sounds good. Thank you so much. Thank you for calling Benefits in a Car. Have a great rest of the day, sir.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hello. Um, this is Jaylen. I'm calling to get more information on-

Speaker speaker_0: I can't really hear you, sir.

Speaker speaker_1: Um, can you repeat that?

Speaker speaker_0: I, I was not able to hear you.

Speaker speaker_1: Oh, one second. Can you hear me now?

Speaker speaker_0: Yes.

Speaker speaker_1: Um, I was, uh, calling to see, get more information about the benefits my staffing agency told me about after my first search.

Speaker speaker_0: And who do you work for?

Speaker speaker_1: Uh, Wagner.

Speaker speaker_0: Okay. May I have the last four digits of your Social so I can open up your file?

Speaker speaker_1: 3906.

Speaker speaker_0: First and last name?

Speaker speaker_1: Jaylen Williams. J-A-Y-L-E-N.

Speaker speaker_0: Mr. Williams, for security reasons, just to make sure we are in the correct file-

Speaker speaker_1: Yes.

Speaker speaker_0: ... um, can you verify your complete address and date of birth?

Speaker speaker_1: Um, uh, 333356 Wind, Wingate Drive, 5-0501, 1997.

Speaker speaker_0: Thank you. We have a phone number, 54705791251.

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is your first name, last name, 515...

Speaker speaker_2: Yes.

Speaker speaker_0: I see that you're already enrolled, um, in medical, dental, vision, life insurance, accident and behavioral health. Um, we're just waiting for your employer to make the deduction, that deduction on your payroll in order for your benefits to start.

Speaker speaker_1: Okay. Okay. Okay. So I have to talk with them-

Speaker speaker_0: So 100% deduction, um, the following Monday, your benefits should be active.

Speaker speaker_1: Okay. All right. Sounds good. Thank you so much.

Speaker speaker_0: Thank you for calling Benefits in a Car. Have a great rest of the day, sir.