

## **Transcript: Pamela**

**Blanc-5970404327768064-5135477449375744**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Yes, um, good afternoon... oh, good evening, and my name is, uh, Doreen Wilson. I'm calling for my boyfriend, Roberto Domei, about the enrollment. I would like to ask some information about that, please. And, and where do your husband... your boyfriend work? With the staffing agency? He work for the, he work for the Da Resource, yeah. What's the name? And the name is, um, uh, I'm going to spell it for you. O-B-E-R, like Roberto, T-O. Roberto- But that's the name of the staffing agency? I'm sorry? Oh, the agency. The agency, the resource, yes. Da Resource. Yeah. Can you repeat that for me, please? Okay, let me spell it for you. Let me..... Okay. It's, um... okay, it's, um, on, uh, like T... okay, this letter, Da Resource. Da Resource? R... no, no, Da Resource, yes, uh-huh. Da Resource, okay. Mm-hmm. And do you want to know when can he enroll? Yes, for the benefit. So Da Resource, um, they are on open enrollment. Double check here. Give me one second. Yeah. See into when they can enroll. Okay, so they start today until the 31st of January next year. Oh, so to 31st, right? Yes, so the 31st. Okay. I have to go to the company, or I'll, I need to call? He could do it over the phone, or he could do it online. Yeah. Oh, we can go online? Yes. Okay. Excuse me, do you have the website, please? Sure. It will be my- Let... give me one second, please. Let me, let me write it somewhere. Okay. You say my- B-I-A-C. B? As in boy. Okay. B-I- A as in apple. O-H-C. Okay. C as in Charlie.com Okay,.com Slash- Um, give me one second, it's messed up. B-I-A-C-Y. Okay, / Deresource. Ah, Deresource. Okay, we can go to... we can choose anything we need to get, right? Yes. You can also see the benefit guide there and all the prices that they offer. Yeah, because we... I'll also give them the benefits plan if he needs to go to the doctor? Well, it all depends. They have different medical plans that they offer. Yes, thank you. Yes, yes, thank you. Okay. Thank you so much. And have a beautiful night. Thank you for being with us. You too. Thank you. Thank you. Bye.

### **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 Car. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Yes, um, good afternoon... oh, good evening, and my name is, uh, Doreen Wilson. I'm calling for my boyfriend, Roberto Domei, about the enrollment. I would like to ask some information about that, please.

Speaker speaker\_1: And, and where do your husband... your boyfriend work? With the staffing agency?

Speaker speaker\_2: He work for the, he work for the Da Resource, yeah.

Speaker speaker\_1: What's the name?

Speaker speaker\_2: And the name is, um, uh, I'm going to spell it for you. O-B-E-R, like Roberto, T-O. Roberto-

Speaker speaker\_1: But that's the name of the staffing agency?

Speaker speaker\_2: I'm sorry? Oh, the agency. The agency, the resource, yes. Da Resource. Yeah.

Speaker speaker\_1: Can you repeat that for me, please?

Speaker speaker\_2: Okay, let me spell it for you. Let me..... Okay. It's, um... okay, it's, um, on, uh, like T... okay, this letter, Da Resource.

Speaker speaker\_1: Da Resource?

Speaker speaker\_2: R... no, no, Da Resource, yes, uh-huh.

Speaker speaker\_1: Da Resource, okay.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And do you want to know when can he enroll?

Speaker speaker\_2: Yes, for the benefit.

Speaker speaker\_1: So Da Resource, um, they are on open enrollment. Double check here. Give me one second.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: See into when they can enroll. Okay, so they start today until the 31st of January next year.

Speaker speaker\_2: Oh, so to 31st, right?

Speaker speaker\_1: Yes, so the 31st.

Speaker speaker\_2: Okay. I have to go to the company, or I'll, I need to call?

Speaker speaker\_1: He could do it over the phone, or he could do it online.

Speaker speaker\_2: Yeah. Oh, we can go online?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. Excuse me, do you have the website, please?

Speaker speaker\_1: Sure. It will be my-

Speaker speaker\_2: Let... give me one second, please. Let me, let me write it somewhere. Okay. You say my-

Speaker speaker\_1: B-I-A-C.

Speaker speaker\_2: B?

Speaker speaker\_1: As in boy.

Speaker speaker\_2: Okay. B-I-

Speaker speaker\_1: A as in apple.

Speaker speaker\_2: O-H-C. Okay.

Speaker speaker\_1: C as in Charlie.com

Speaker speaker\_2: Okay,.com

Speaker speaker\_1: Slash-

Speaker speaker\_2: Um, give me one second, it's messed up. B-I-A-C-Y. Okay, /

Speaker speaker\_1: Deresource.

Speaker speaker\_2: Ah, Deresource. Okay, we can go to... we can choose anything we need to get, right?

Speaker speaker\_1: Yes. You can also see the benefit guide there and all the prices that they offer.

Speaker speaker\_2: Yeah, because we... I'll also give them the benefits plan if he needs to go to the doctor?

Speaker speaker\_1: Well, it all depends. They have different medical plans that they offer.

Speaker speaker\_2: Yes, thank you. Yes, yes, thank you.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Thank you so much. And have a beautiful night.

Speaker speaker\_1: Thank you for being with us. You too.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Bye.