

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits 10-04. This is Pamela speaking. How may I help you? Yes, ma'am. Okay, like, um, I'm calling about, like, um, the updates, like, on my application. And, like, um, I received, like, a email from y'all, like, the day before that, like, um, my background check is clean and stuff, so... So, I don't think you're calling to the right place. If you're calling regarding the job, we do not- Yeah, exactly. Yes, ma'am. Okay. Or, like, um, now my first and last name is Jerel Tilmon. We only, um, process the health insur- insurance for the staffing agency. We do not have anything on the job position. Oh, okay. Like, um, be- be- be- because, like, um, y'all left me, like, a voicemail about, like, a job, like, positions, like, or something. So, that's why, like, I'm returning, like, your phone call back to find out, like, what's going on. What was the name of the, uh... The name- Okay. Like, um, my name is Je- Jerel Tilmon. The name of the staffing agency you're working for. Huh? The name of the staffing agency that you are working for. Oh. Oh, like, um, it's Hospitality Staff S- Solution. Yeah. Okay. May I have the last, uh, four digits of your Social? Yes, ma'am. Um, it's 8600. 8600? Yes, ma'am. It's 8600. And can you repeat your first and last name? Yes, ma'am. Okay. Like, um, my first and last name is Jerel Tilmon. Oh, okay. All right, Mr. Tilmon. Um- Yes, ma'am. You know what? There's a guy says the administrator for the health insurance for the staffing agency. Um, now can you please verify the complete address and date of birth just to make sure I am in the correct file and that we have all your information correct? Okay. Okay. Like, um, my date of birth is August the 8th, 1982. Mm-hmm. Okay. Like, um, and, like, um, do you, um, uh, want, like, my home address? Uh, the address, um, that you fill out the form when you got the job, when you applied for the job. Right, right. Okay. Okay. Okay. Okay. Like, um, and that's why, like, um, I'm calling about, like, um, to find out, like, um, like, um, did I get the job and, like, um, what day do I drive out there to set my appointment up to be able, like, to start, like, um, working and things I- like that? Like I- like I said at the beginning, we do not have anything, uh, per se, when it comes to information for the job. What we do is we provide the ha- um, or better say, our ministry is the health insurance for the staffing agency. When you got the... When you applied for the job, you filled out a form. Right. And that form, it was, um... Let me see what you w- You selected to enroll in the health benefits, like dental, life, vision, accident. So on that form, you selected two different medical plans and we're trying to figure out which plan is it that you would like. But we don't have anything yet regarding for anything to say about the job. We do not know- Okay. ... any of that information. Okay. On b- b- b- b- be- because, like, the last email I got was from, like, um... They, like, um, made a copy of, like, my background check and my background check is good and completed and it says, like, um, eligible and stuff, so. Okay. For that, you have to contact, um, HSS for that. The only thing we do is the insurance, the health insurance Which one? Oh, okay. I got you. So, so, so can you, like, um, provide me, like, um, the number, um, for me, like, to call and stuff? Unfortunately,

not, sir. Uh, we don't have that information. You will have to try to contact them directly where you- Right. Or b- b- b- b- be- be- because, like, when I called them, like, yesterday two times, like, the operator was telling me, "The number you have dialed is temporary not available at the moment." So, I don't know if their computers are shut down or what, so... So, like, uh, I'm looking, like, um, to go, like, to work and stuff, so... Okay. Especially if I know where, like, the address is at. Okay. Again, I do not have none of that information. You will have to contact the staffing agency.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-04. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yes, ma'am. Okay, like, um, I'm calling about, like, um, the updates, like, on my application. And, like, um, I received, like, a email from y'all, like, the day before that, like, um, my background check is clean and stuff, so...

Speaker speaker_0: So, I don't think you're calling to the right place. If you're calling regarding the job, we do not-

Speaker speaker_1: Yeah, exactly. Yes, ma'am. Okay. Or, like, um, now my first and last name is Jerel Tilmon.

Speaker speaker_0: We only, um, process the health insur- insurance for the staffing agency. We do not have anything on the job position.

Speaker speaker_1: Oh, okay. Like, um, be- be- be- be- because, like, um, y'all left me, like, a voicemail about, like, a job, like, positions, like, or something. So, that's why, like, I'm returning, like, your phone call back to find out, like, what's going on.

Speaker speaker_0: What was the name of the, uh... The name-

Speaker speaker_1: Okay. Like, um, my name is Je- Jerel Tilmon.

Speaker speaker_0: The name of the staffing agency you're working for.

Speaker speaker_1: Huh?

Speaker speaker_0: The name of the staffing agency that you are working for.

Speaker speaker_1: Oh. Oh, like, um, it's Hospitality Staff S- Solution. Yeah.

Speaker speaker_0: Okay. May I have the last, uh, four digits of your Social?

Speaker speaker_1: Yes, ma'am. Um, it's 8600.

Speaker speaker_0: 8600?

Speaker speaker_1: Yes, ma'am. It's 8600.

Speaker speaker_0: And can you repeat your first and last name?

Speaker speaker_1: Yes, ma'am. Okay. Like, um, my first and last name is Jerel Tilmon.

Speaker speaker_0: Oh, okay. All right, Mr. Tilmon. Um-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: You know what? There's a guy says the administrator for the health insurance for the staffing agency. Um, now can you please verify the complete address and date of birth just to make sure I am in the correct file and that we have all your information correct?

Speaker speaker_1: Okay. Okay. Like, um, my date of birth is August the 8th, 1982.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Like, um, and, like, um, do you, um, uh, want, like, my home address?

Speaker speaker_0: Uh, the address, um, that you fill out the form when you got the job, when you applied for the job.

Speaker speaker_1: Right, right. Okay. Okay. Okay. Okay. Like, um, and that's why, like, um, I'm calling about, like, um, to find out, like, um, like, um, did I get the job and, like, um, what day do I drive out there to set my appointment up to be able, like, to start, like, um, working and things I- like that?

Speaker speaker_0: Like I- like I said at the beginning, we do not have anything, uh, per se, when it comes to information for the job. What we do is we provide the ha- um, or better say, our ministry is the health insurance for the staffing agency. When you got the... When you applied for the job, you filled out a form.

Speaker speaker_1: Right.

Speaker speaker_0: And that form, it was, um... Let me see what you w- You selected to enroll in the health benefits, like dental, life, vision, accident. So on that form, you selected two different medical plans and we're trying to figure out which plan is it that you would like. But we don't have anything yet regarding for anything to say about the job. We do not know-

Speaker speaker_1: Okay.

Speaker speaker_0: ... any of that information.

Speaker speaker_1: Okay. On b- b- b- b- b- be- because, like, the last email I got was from, like, um... They, like, um, made a copy of, like, my background check and my background check is good and completed and it says, like, um, eligible and stuff, so.

Speaker speaker_0: Okay. For that, you have to contact, um, HSS for that. The only thing we do is the insurance, the health insurance

Speaker speaker_3: Which one?

Speaker speaker_1: Oh, okay. I got you. So, so, so can you, like, um, provide me, like, um, the number, um, for me, like, to call and stuff?

Speaker speaker_0: Unfortunately, not, sir. Uh, we don't have that information. You will have to try to contact them directly where you-

Speaker speaker_1: Right. Or b- b- b- b- b- be- be- because, like, when I called them, like, yesterday two times, like, the operator was telling me, "The number you have dialed is temporary not available at the moment." So, I don't know if their computers are shut down or what, so... So, like, uh, I'm looking, like, um, to go, like, to work and stuff, so...

Speaker speaker_0: Okay.

Speaker speaker_1: Especially if I know where, like, the address is at.

Speaker speaker_0: Okay. Again, I do not have none of that information. You will have to contact the staffing agency.