

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 Car. This is Pamela speaking. How may I help you? Just calling to see what the cost would be for benefits. Whose, whose staffing agency you work for? Crown. Um, may I have the last four digits of the social? 6525. Your first and last name, sir? Jermaine Burgess. And you said Crown? Yes. Crown. C-R-O-W-N. Mm-hmm. And 6525? Yes. When did you start working for them? Um, well, a while ago, but, um, I will be on an ass- assignment, a new assignment on Thursday. Okay. Let me... Give me one second 'cause it's not coming up just here. Why is that showing up? Give me one more second. Okay. Right, so I can't find you with the last four digits of your social. Would you mind if- ... um, you provide me with the whole social? That would help me- Okay. 4- 4-0-3-2-1-6-5-2-5. And you say you've been working for them for a while? Off, off and on. 'Cause we don't have a file for you. Okay, so what do I need to do? Okay. We could go ahead and create the file, but, um, your benefits won't start until you start working, and it might take about four... Three to four weeks. Okay. All right? Can you let me know what the cost of them are? Yeah. If you would like and if you have an email, I could send you the actual benefit guide since you have plenty of time. You still have time to enroll. Um, you could go over and see the prices and, and what they offer. Okay. Yeah? Okay. So let, let's create a file so that way, um, since you already gave me your full social. That way you don't have to worry about it when you call back to enroll, and you also can enroll online. Mr. Burgess, can you please provide me with the mailing address? 295- Mm-hmm. ... Oakwood, O-A-K-W-O-O-D Drive. Okay. And the city and state? Spelling C-R-I-T-T-E-N-D-E-N. And what state are you in, sir? Kentucky. Zip code? 41030. Thank you. And your date of birth? 5/26/1976. Thank you for the information. We have... Is the telephone number you're calling a good number to reach you? Yes. All right. Can you provide me with the email? J-B-U-R-G-E-S-S- I'm sorry, can you start again? J- J- ... B-U-R-G-E-S-S 0024@gmail.com. Okay, so we got jburgess, which is your last name, 0024@gmail. Correct. Okay. So the email will be coming in from info@benefitsinacar. Check your spam and junk mail. It might go there. Um, you do, Mr. Burgess, have 30 days from your first paycheck to enroll in the benefits. Okay. Right? And, um, and, uh, like I said, you could also do it online. On the email you will find a link to do so if you like... If you have any questions when reading the benefit guide, you could give us call. We're here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Okay. Anything else I can do for you, sir? Uh, no. Can you just... Can you confirm my email address to make sure you got it right? Yes. It's jburgess, which is your last name, B-U-R-G-E-S-S, 0024@gmail. That's all. Correct. Okay. Perfect. Thank you. All right. Thank you for giving us a call. Have a very nice day. You as well. 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: Just calling to see what the cost would be for benefits.

Speaker speaker_1: Whose, whose staffing agency you work for?

Speaker speaker_2: Crown.

Speaker speaker_1: Um, may I have the last four digits of the social?

Speaker speaker_2: 6525.

Speaker speaker_1: Your first and last name, sir?

Speaker speaker_2: Jermaine Burgess.

Speaker speaker_1: And you said Crown?

Speaker speaker_2: Yes. Crown. C-R-O-W-N.

Speaker speaker_1: Mm-hmm. And 6525?

Speaker speaker_2: Yes.

Speaker speaker_1: When did you start working for them?

Speaker speaker_2: Um, well, a while ago, but, um, I will be on an ass- assignment, a new assignment on Thursday.

Speaker speaker_1: Okay. Let me... Give me one second 'cause it's not coming up just here. Why is that showing up? Give me one more second. Okay. Right, so I can't find you with the last four digits of your social. Would you mind if- ... um, you provide me with the whole social? That would help me-

Speaker speaker_2: Okay. 4- 4-0-3-2-1-6-5-2-5.

Speaker speaker_1: And you say you've been working for them for a while?

Speaker speaker_2: Off, off and on.

Speaker speaker_1: 'Cause we don't have a file for you.

Speaker speaker_2: Okay, so what do I need to do?

Speaker speaker_1: Okay. We could go ahead and create the file, but, um, your benefits won't start until you start working, and it might take about four... Three to four weeks.

Speaker speaker_2: Okay.

Speaker speaker_1: All right?

Speaker speaker_2: Can you let me know what the cost of them are?

Speaker speaker_1: Yeah. If you would like and if you have an email, I could send you the actual benefit guide since you have plenty of time. You still have time to enroll. Um, you could go over and see the prices and, and what they offer.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah? Okay. So let, let's create a file so that way, um, since you already gave me your full social. That way you don't have to worry about it when you call back to enroll, and you also can enroll online. Mr. Burgess, can you please provide me with the mailing address?

Speaker speaker_2: 295-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... Oakwood, O-A-K-W-O-O-D Drive.

Speaker speaker_1: Okay. And the city and state?

Speaker speaker_2: Spelling C-R-I-T-T-E-N-D-E-N.

Speaker speaker_1: And what state are you in, sir?

Speaker speaker_2: Kentucky.

Speaker speaker_1: Zip code?

Speaker speaker_2: 41030.

Speaker speaker_1: Thank you. And your date of birth?

Speaker speaker_2: 5/26/1976.

Speaker speaker_1: Thank you for the information. We have... Is the telephone number you're calling a good number to reach you?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Can you provide me with the email?

Speaker speaker_2: J-B-U-R-G-E-S-S-

Speaker speaker_1: I'm sorry, can you start again?

Speaker speaker_2: J-

Speaker speaker_1: J-

Speaker speaker_2: ... B-U-R-G-E-S-S 0024@gmail.com.

Speaker speaker_1: Okay, so we got jburgess, which is your last name, 0024@gmail.

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. So the email will be coming in from info@benefitsinacar. Check your spam and junk mail. It might go there. Um, you do, Mr. Burgess, have 30 days from your first paycheck to enroll in the benefits.

Speaker speaker_2: Okay.

Speaker speaker_1: Right? And, um, and, uh, like I said, you could also do it online. On the email you will find a link to do so if you like... If you have any questions when reading the benefit guide, you could give us call. We're here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker_2: Okay.

Speaker speaker_1: Anything else I can do for you, sir?

Speaker speaker_2: Uh, no. Can you just... Can you confirm my email address to make sure you got it right?

Speaker speaker_1: Yes. It's jburgess, which is your last name, B-U-R-G-E-S-S, 0024@gmail. That's all.

Speaker speaker_2: Correct. Okay. Perfect. Thank you.

Speaker speaker_1: All right. Thank you for giving us a call. Have a very nice day.

Speaker speaker_2: You as well. Bye.