

Transcript: Pamela

Blanc-6212252924166144-5732827736621056

Full Transcript

Thank you for calling Benefits ... Pamela speaking. How may I help you? Okay. Thank you for calling. This is Pamela speaking. How may I help you? Yes, this is Trevor Anderson. Um, I'm trying to just see if anybody has reached out to you guys about Camden Anderson from Kyo, um, ABA Therapy. Okay. So in order for me to see we have any phone calls on your file, I will need to pull up your file. What's the staffing agency you work for? Um, Management Analysis Unit. Um, MAU. May I have the last four digits of your Social? 7588. First and last name, sir. Trevor Anderson. Mr. Anderson, for security reasons, and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yes. Uh, 100 Horseback Way, 29690 Travelers Rest, South Carolina. And my birthday is 8/10/1993. Thank you for the information. We have a telephone number, 864-920-8855, and your email is your first n- sorry, your last name, first name, 473 at gmail.com. The phone number is different. Is it the one you're quoting from? Yeah, the new one is the one I'm quoting from. Yes, the- the new one is the one I'm calling from. Okay. It's 864-551-5088. Yes. Yeah. So here in our end, we don't have any notes of anyone reaching out re- regarding your benefits, but m- maybe they have done it through the actual carrier, if they're looking for a breakdown of the benefits. If you would like, I could transfer you to APO, which is your carrier. No, that's okay. I think we got them the right number. Maybe they were just trying to call, like, through the pharmacy or something like that. Oh, okay. But I think we got them the right number and we emailed them that, so hopefully they should be able. To look it up, all right, I understand. Is there anything else I could do for you, sir? No. No, ma'am. That's it. Thank you. All right. Thank you for giving us a call. Have a great rest of your day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, this is Trevor Anderson. Um, I'm trying to just see if anybody has reached out to you guys about Camden Anderson from Kyo, um, ABA Therapy.

Speaker speaker_0: Okay. So in order for me to see we have any phone calls on your file, I will need to pull up your file. What's the staffing agency you work for?

Speaker speaker_2: Um, Management Analysis Unit.

Speaker speaker_1: Um, MAU.

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: 7588.

Speaker speaker_0: First and last name, sir.

Speaker speaker_1: Trevor Anderson.

Speaker speaker_0: Mr. Anderson, for security reasons, and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Yes. Uh, 100 Horseback Way, 29690 Travelers Rest, South Carolina. And my birthday is 8/10/1993.

Speaker speaker_0: Thank you for the information. We have a telephone number, 864-920-8855, and your email is your first n- sorry, your last name, first name, 473 at gmail.com.

Speaker speaker_1: The phone number is different.

Speaker speaker_0: Is it the one you're quoting from?

Speaker speaker_2: Yeah, the new one is the one I'm quoting from.

Speaker speaker_1: Yes, the- the new one is the one I'm calling from.

Speaker speaker_0: Okay. It's 864-551-5088.

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah.

Speaker speaker_0: So here in our end, we don't have any notes of anyone reaching out re- regarding your benefits, but m- maybe they have done it through the actual carrier, if they're looking for a breakdown of the benefits. If you would like, I could transfer you to APO, which is your carrier.

Speaker speaker_1: No, that's okay. I think we got them the right number. Maybe they were just trying to call, like, through the pharmacy or something like that.

Speaker speaker_0: Oh, okay.

Speaker speaker_1: But I think we got them the right number and we emailed them that, so hopefully they should be able.

Speaker speaker_0: To look it up, all right, I understand. Is there anything else I could do for you, sir?

Speaker speaker_1: No. No, ma'am. That's it. Thank you.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of your day.

Speaker speaker_1: You too. Bye-bye.