

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Call. This is Pamela speaking. How may I help you? Uh, I was just returning a call. Mm-hmm. Did we, are there many ... um, did you receive a text, an email? Uh, a voicemail from... What did it, there it says? Do you work for a staffing agency? Yeah. I applied for a spot, mm, but I'm just trying to figure out who called. Let me just, um, double check real quick. Okay. His name was Malcolm. Okay. So, let me pull up your account and see what was the reason why. May I have the last four digits of your Social and the name of the staffing agency you work for or- Uh, 70- ... you will be working? 7099 and Hospitality Staffing Solutions. Your first and last name? Hailee Coriz. And you said the last four, 7099? Yeah. I'm sorry, can you repeat that, ma'am? 70499. Oh, 70499. Bear with me, ma'am. Ma'am? Yeah. Can you repeat your last name for me, please? Coriz, C-O-R-I-Z. That's okay. Hailee. Okay, Miss Hailee, okay. All right, Miss Coriz, for security reasons, just to make sure we are in the correct file, we need to verify your complete address and date of birth. Uh, 3 Cedar Cheese Circle, 12/19/2000. I need the complete address, ma'am, city, state and zip code. Oh, uh, Santo Domingo Pueblo, 87052, New Mexico. Thank you for the information. We have a telephone number on file, 505-508-7434. And email is your last name, 651@gmail.com? Yeah. All right. Let's see the reason why he called you. Okay. So on the form, you wanted to enroll in the benefits and then you selected not to participate. We just want to make sure that you, um, were, were, um, enrolled in the benefit. Um, like, um, health insurance plan? Yes, ma'am. Uh, no, I'll pass. Okay, no problem. That was the reason why I called. Anything else I could do for you, ma'am? Oh, that's it. I was just returning, but thank you. All right, thank you for calling Benefits in a Call. Have a great rest of the day. You, too.

Conversation Format

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

Speaker speaker_1: Uh, I was just returning a call.

Speaker speaker_0: Mm-hmm. Did we, are there many ... um, did you receive a text, an email?

Speaker speaker_1: Uh, a voicemail from...

Speaker speaker_0: What did it, there it says? Do you work for a staffing agency?

Speaker speaker_1: Yeah. I applied for a spot, mm, but I'm just trying to figure out who called. Let me just, um, double check real quick.

Speaker speaker_0: Okay.

Speaker speaker_1: His name was Malcolm.

Speaker speaker_0: Okay. So, let me pull up your account and see what was the reason why. May I have the last four digits of your Social and the name of the staffing agency you work for or-

Speaker speaker_1: Uh, 70-

Speaker speaker_0: ... you will be working?

Speaker speaker_1: 7099 and Hospitality Staffing Solutions.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Hailee Coriz.

Speaker speaker_0: And you said the last four, 7099?

Speaker speaker_1: Yeah.

Speaker speaker_0: I'm sorry, can you repeat that, ma'am?

Speaker speaker_1: 70499.

Speaker speaker_0: Oh, 70499. Bear with me, ma'am. Ma'am?

Speaker speaker_1: Yeah.

Speaker speaker_0: Can you repeat your last name for me, please?

Speaker speaker_1: Coriz, C-O-R-I-Z.

Speaker speaker_0: That's okay. Hailee. Okay, Miss Hailee, okay. All right, Miss Coriz, for security reasons, just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_1: Uh, 3 Cedar Cheese Circle, 12/19/2000.

Speaker speaker_0: I need the complete address, ma'am, city, state and zip code.

Speaker speaker_1: Oh, uh, Santo Domingo Pueblo, 87052, New Mexico.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 505-508-7434. And email is your last name, 651@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. Let's see the reason why he called you. Okay. So on the form, you wanted to enroll in the benefits and then you selected not to participate. We just want to make sure that you, um, were, were, um, enrolled in the benefit.

Speaker speaker_1: Um, like, um, health insurance plan?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Uh, no, I'll pass.

Speaker speaker_0: Okay, no problem. That was the reason why I called. Anything else I could do for you, ma'am?

Speaker speaker_1: Oh, that's it. I was just returning, but thank you.

Speaker speaker_0: All right, thank you for calling Benefits in a Call. Have a great rest of the day.

Speaker speaker_1: You, too.