

## Transcript: Pamela

**Blanc-6396974945714176-6401442382790656**

### Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi. Actually, this is Ro- Roger. Uh, I would... Question. Uh, I have my two... I ha- actually, I have two cards in here with me. But, uh, also, I wanna make sure if you, um, I'm totally covered for my benefits, you know, for my, for my company. Can I check for you, please? Okay. Can you please repeat that for me 'cause you were cutting off? I'm sorry. No, all, all fine. No, no problem. So, I wanna make sure if you're... I'm covered, I'm totally covered with my benefits from my company. Okay. And what's the name of the staffing agency you working for? I work for... Uh, just give me a second. I'm gonna grab it. Uh. Oh, Superior Skill Training, Trading LLC. Mm-hmm. You're from New York, right? Yes. Yes. I know it. I know it. Your accent. Oh my gosh. I'm from New Jersey. I used to live in Jersey. Oh, really? And I- Oh, nice. I spent like three mo- three years in the Bronx. Oh, nice. Yeah. Nice. And the hi- and hey, listen. I went over there to New York, and, uh, let me tell you something. I don't know why, but I fell in love with New York. I would like to move there. I love the way you guys talk. Where are you from? I just love it. I just lo- I'm from Brazil, but, uh- Oh, yeah. ... I live in here in Uht- I live in here United States, like, almost 11 years. And, uh, like I say, I love the way you guys talk. I also, I always, always tried to do the way you guys do. Like, uh, also, I watched some videos on YouTube, some girl, they do like some jumping. They talk the way you guys talk over there in the streets. It's awesome. It's just awesome. I just love it. All right. All right. So, um, can you tell me the last four of your Social and your last name? Yes. Mm-hmm. It's 4, uh, 4723, and, uh, Fonseca, F-O-N-S-E-C-A. Yes, that's correct. Okay. Let me see something. Roger Fonseca. Superior Skills. Yeah. Okay. Okay, Mr. Fonseca. For security reasons, and just to make sure I am in the correct file, can you please verify your complete address and date of birth? Okay. My address is 5090 Parkway, uh, Road 34771. Roger Olivera da Fonseca. And your date of birth, sir? 06/09/1984. Thank you. Yeah. We have a phone number on file, 407-881-48400. That's correct. Okay. So, yes, you are enrolled with Vision Dental, medical and short-term disability. Your benefits start- started on Monday. Now- Okay. ... your benefits, um, ID card should be arriving next week sometime. Or if you need them before that, I will say, um, tomorrow, Friday, you could give us a call, and they might be available to us, and we could send you copies to your email. Mm-hmm. Well, I'm gonna... You told... You just told me you're gonna be next week, right? Yeah. I'm gonna waiting for. Okay. Another question. I'm trying to get a refill, uh, for my, for, um, some medicine I have to take for depression, and, um, I already spoke with my doctor. And then, now, they, they try to reach you guys out, you know, to check everything, everything all right with, you know, with you guys so they can give my refill. So, and I also... I would like to check with you if everything okay so I can get my refill. Okay. So, um, yes, the benefits are active. Mm-hmm. Um, if anything, they need to reach out. Do, do you have a pen? I could give you a phone number. Okay. Let me get a pen. Give me a

minute. Okay. Okay. So- Yeah, I'm all right. ... okay? 256... I'm sorry. 800-933-3734. 800-9- Say it again, please. 800-9- Mm-hmm. ... 33-3734. 3734. All right. Thanks so much. And also I'm covered for, uh, dental, everything right? Vision. Mm-hmm. Yes, sir. Okay. All right. All right. Thanks so much, sweetie. Thank you. I hope that- Thank you. Thank you. And how's the weather- ... the process was- ... over there? Well, I'm not in- Yeah, I know. ... New York right now. Oh, okay. I am in South Carolina, though. Oh, really? But the weather here's- And how's over there- ... pretty good. ... the weather? Well, the weather here is pretty good. It's like 75. Oh. And, um, we... Um, in New York, my mom still in New York, so it's raining a lot over there. Yeah. I mean, right here in Florida, it's kinda... It sucks. Humidity, bugs. I know. Yeah. Yeah. I heard you. So anyhow, thanks so much. All right. All right. Thank you. Mm-hmm. Have a good one. Thank you. Bye-bye, sweetie. You too. Bye. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi. Actually, this is Ro- Roger. Uh, I would... Question. Uh, I have my two... I ha- actually, I have two cards in here with me. But, uh, also, I wanna make sure if you, um, I'm totally covered for my benefits, you know, for my, for my company. Can I check for you, please?

Speaker speaker\_0: Okay. Can you please repeat that for me 'cause you were cutting off? I'm sorry.

Speaker speaker\_1: No, all, all fine. No, no problem. So, I wanna make sure if you're... I'm covered, I'm totally covered with my benefits from my company.

Speaker speaker\_0: Okay. And what's the name of the staffing agency you working for?

Speaker speaker\_1: I work for... Uh, just give me a second. I'm gonna grab it. Uh. Oh, Superior Skill Training, Trading LLC.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: You're from New York, right?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Yes. I know it. I know it. Your accent. Oh my gosh.

Speaker speaker\_0: I'm from New Jersey. I used to live in Jersey.

Speaker speaker\_1: Oh, really?

Speaker speaker\_0: And I-

Speaker speaker\_1: Oh, nice.

Speaker speaker\_0: I spent like three mo- three years in the Bronx.

Speaker speaker\_1: Oh, nice.

Speaker speaker\_0: Yeah. Nice.

Speaker speaker\_1: And the hi- and hey, listen. I went over there to New York, and, uh, let me tell you something. I don't know why, but I fell in love with New York. I would like to move there. I love the way you guys talk.

Speaker speaker\_0: Where are you from?

Speaker speaker\_1: I just love it. I just lo- I'm from Brazil, but, uh-

Speaker speaker\_0: Oh, yeah.

Speaker speaker\_1: ... I live in here in Uht- I live in here United States, like, almost 11 years. And, uh, like I say, I love the way you guys talk. I also, I always, always tried to do the way you guys do. Like, uh, also, I watched some videos on YouTube, some girl, they do like some jumping. They talk the way you guys talk over there in the streets. It's awesome. It's just awesome. I just love it.

Speaker speaker\_0: All right. All right. So, um, can you tell me the last four of your Social and your last name?

Speaker speaker\_1: Yes. Mm-hmm. It's 4, uh, 4723, and, uh, Fonseca, F-O-N-S-E-C-A. Yes, that's correct.

Speaker speaker\_0: Okay. Let me see something. Roger Fonseca. Superior Skills.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Okay, Mr. Fonseca. For security reasons, and just to make sure I am in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: Okay. My address is 5090 Parkway, uh, Road 34771. Roger Olivera da Fonseca.

Speaker speaker\_0: And your date of birth, sir?

Speaker speaker\_1: 06/09/1984.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: We have a phone number on file, 407-881-48400.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Okay. So, yes, you are enrolled with Vision Dental, medical and short-term disability. Your benefits start- started on Monday. Now-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... your benefits, um, ID card should be arriving next week sometime. Or if you need them before that, I will say, um, tomorrow, Friday, you could give us a call, and they might be available to us, and we could send you copies to your email.

Speaker speaker\_1: Mm-hmm. Well, I'm gonna... You told... You just told me you're gonna be next week, right?

Speaker speaker\_0: Yeah.

Speaker speaker\_1: I'm gonna waiting for. Okay. Another question. I'm trying to get a refill, uh, for my, for, um, some medicine I have to take for depression, and, um, I already spoke with my doctor. And then, now, they, they try to reach you guys out, you know, to check everything, everything all right with, you know, with you guys so they can give my refill. So, and I also... I would like to check with you if everything okay so I can get my refill.

Speaker speaker\_0: Okay. So, um, yes, the benefits are active.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Um, if anything, they need to reach out. Do, do you have a pen? I could give you a phone number.

Speaker speaker\_1: Okay. Let me get a pen. Give me a minute. Okay.

Speaker speaker\_0: Okay. So-

Speaker speaker\_1: Yeah, I'm all right.

Speaker speaker\_0: ... okay? 256... I'm sorry. 800-933-3734.

Speaker speaker\_1: 800-9- Say it again, please.

Speaker speaker\_0: 800-9-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 33-3734.

Speaker speaker\_1: 3734. All right. Thanks so much. And also I'm covered for, uh, dental, everything right? Vision.

Speaker speaker\_0: Mm-hmm. Yes, sir.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right.

Speaker speaker\_1: All right. Thanks so much, sweetie. Thank you.

Speaker speaker\_0: I hope that-

Speaker speaker\_1: Thank you. Thank you. And how's the weather-

Speaker speaker\_0: ... the process was-

Speaker speaker\_1: ... over there?

Speaker speaker\_0: Well, I'm not in-

Speaker speaker\_1: Yeah, I know.

Speaker speaker\_0: ... New York right now.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: I am in South Carolina, though.

Speaker speaker\_1: Oh, really?

Speaker speaker\_0: But the weather here's-

Speaker speaker\_1: And how's over there-

Speaker speaker\_0: ... pretty good.

Speaker speaker\_1: ... the weather?

Speaker speaker\_0: Well, the weather here is pretty good. It's like 75.

Speaker speaker\_1: Oh.

Speaker speaker\_0: And, um, we... Um, in New York, my mom still in New York, so it's raining a lot over there.

Speaker speaker\_1: Yeah. I mean, right here in Florida, it's kinda... It sucks. Humidity, bugs.

Speaker speaker\_0: I know. Yeah.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: I heard you.

Speaker speaker\_1: So anyhow, thanks so much.

Speaker speaker\_0: All right. All right. Thank you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Have a good one.

Speaker speaker\_1: Thank you. Bye-bye, sweetie. You too.

Speaker speaker\_0: Bye.

Speaker speaker\_1: Bye-bye.