

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you? Hey. How you doing? Hey. I just got a text that said it was open enrollment for HSS. Yes. HSS offer- So what's this? Like open positions? Excuse me? For a card? Mm-hmm. Are y'all talking about positions or a card? Well, these are medical benefits. They letting you know that you- Oh, okay. Hello? My bad, my bad. You said they letting me know what? That you are eligible to enroll in the benefits if you would like to. They will, um... You will pay according of what you select, and they will deduct the money out of your payroll every week. Are you interested in enrolling through the staffing agency? No, ma'am. Okay. Hope they are medical benefits. So you do have 30... Okay. Yeah. So you do have 30 days from the first date picked... Um, I mean, I'm sorry, until the 28th if you would like to enroll. Yes, ma'am. I'll give y'all a call back if I would like to. No problem. Thank you for giving us a good today. All right. You're welcome. Have a good day. You have a good one. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hey. How you doing?

Speaker speaker_1: Hey.

Speaker speaker_2: I just got a text that said it was open enrollment for HSS.

Speaker speaker_1: Yes. HSS offer-

Speaker speaker_2: So what's this? Like open positions?

Speaker speaker_1: Excuse me?

Speaker speaker_2: For a card?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Are y'all talking about positions or a card?

Speaker speaker_1: Well, these are medical benefits. They letting you know that you-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Hello?

Speaker speaker_2: My bad, my bad. You said they letting me know what?

Speaker speaker_1: That you are eligible to enroll in the benefits if you would like to. They will, um... You will pay according of what you select, and they will deduct the money out of your payroll every week. Are you interested in enrolling through the staffing agency?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_2: Hope they are medical benefits.

Speaker speaker_1: So you do have 30... Okay. Yeah. So you do have 30 days from the first date picked... Um, I mean, I'm sorry, until the 28th if you would like to enroll.

Speaker speaker_2: Yes, ma'am. I'll give y'all a call back if I would like to.

Speaker speaker_1: No problem. Thank you for giving us a good today.

Speaker speaker_2: All right. You're welcome.

Speaker speaker_1: Have a good day.

Speaker speaker_2: You have a good one.

Speaker speaker_1: You too.