

## **Transcript: Pamela**

**Blanc-6529695525158912-5359704541020160**

### **Full Transcript**

Thank you for calling Benefits InterCard. This is Pamela speaking. How may I help you? Yes, ma'am. I need to, um... I don't want to receive medical benefits. I already have medical insurance. Who do you work for, ma'am? I work for Sarge Staffing. The last four digits of your social, please. Yeah. My social is 404-533-880. 3880 is the last four? Yeah. And what is your first and last name? Jennifer Woods. Miss Wood, when did you start working for Sarge? Excuse me. Last Thursday. Okay. So, we have not received yet your information, um, but if you would like, we could create a file if you're willing to provide the personal information or you could give us a call, I would say, by Friday or next Monday and we should have the information in the system. Okay. Yeah, sure. Thank you. All right. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Yes, ma'am. I need to, um... I don't want to receive medical benefits. I already have medical insurance.

Speaker speaker\_0: Who do you work for, ma'am?

Speaker speaker\_1: I work for Sarge Staffing.

Speaker speaker\_0: The last four digits of your social, please.

Speaker speaker\_1: Yeah. My social is 404-533-880.

Speaker speaker\_0: 3880 is the last four?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And what is your first and last name?

Speaker speaker\_1: Jennifer Woods.

Speaker speaker\_0: Miss Wood, when did you start working for Sarge?

Speaker speaker\_1: Excuse me. Last Thursday.

Speaker speaker\_0: Okay. So, we have not received yet your information, um, but if you would like, we could create a file if you're willing to provide the personal information or you

could give us a call, I would say, by Friday or next Monday and we should have the information in the system.

Speaker speaker\_1: Okay. Yeah, sure. Thank you.

Speaker speaker\_0: All right.

Speaker speaker\_1: Bye.