

## Transcript: Pamela

**Blanc-6535553035583488-6323673641828352**

### Full Transcript

Thank you for calling Benefits 10-4. This is Pamela speaking. How may I help you? Um, hi. Yes. I was actually signing up for benefits, uh, through a company, and, um, clicking on, uh- I cannot hear you, sir. Can you hear me now? A little better. Hello? Yes. Yes. I just needed to know, uh, how I'm able to unclick, uh, for benefits, the healthy plan that ärx or VIP Standard or Stay Healthy, um, Enhanced. I'm unable to unclick. Who, who do you work for? Oh. Um... The staffing agency. Sorry. I'm a, I'm a new employee. Okay. Um... And what's the staffing agency that you're going through? Say that again. The staffing agency that you are applying for the health insurance. Like, you- Mm-hmm. ... you get the health insurance because you're working through a staffing agency, right? Correct. What's the name of the staffing agency? Oh. Hospitality Staffing Solutions. Okay. So let me see if I'm able to see your file and have the last four digits of your social. Sorry? The last four digits of your social. So I will pull up your file. Oh, 3421. Your first and last name, sir? Uh, Shane Benton. Benton? I'm, like, brand-new. Okay. We might not have your file yet, um, but I just wanted to check. Yeah. Yeah. I'm actually filling out benefits right now, um, but I'm unable to- So- I mean, I don't want to pay for it. It's... I understand. So what I could sug- suggest you to do is just leave it as it is because we, we cannot help you, like, to unclick it. It's not going to- Oh, okay. You're not go- you're not gonna get charged for any of that- Oh, okay. ... actually start working. So we usually receive- Okay. ... the, the paperwork, like, a week from now. You could give us- Okay. ... a call. Um, you could give us a call, like, in a week. See if we, if we receive it, and then we'll go fix it for you. Oh. Okay. Sounds good. Unless you want to provide your personal information, and I could create the file for you and select the correct one. That's up to you. Um, I actually just... Uh, I actually have to, like, get this done in order to finish getting hired. So I'll just- Okay. ... do it here, and then I'll give you guys a call in a week. Yes. So just don't forget to give us a call because after you start working, um, it'll go through that way. All right? Okay. All right. Sounds good. Anything else I could do for you, sir? Uh, nope. That should do it. All right. Sorry, I'm in the library. I can't talk too loud. No problem. Have a great rest of your day. Thank you. You too. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits 10-4. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Um, hi. Yes. I was actually signing up for benefits, uh, through a company, and, um, clicking on, uh-

Speaker speaker\_0: I cannot hear you, sir.

Speaker speaker\_1: Can you hear me now?

Speaker speaker\_0: A little better.

Speaker speaker\_1: Hello?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Yes. I just needed to know, uh, how I'm able to unclick, uh, for benefits, the healthy plan that ärx or VIP Standard or Stay Healthy, um, Enhanced. I'm unable to unclick.

Speaker speaker\_0: Who, who do you work for?

Speaker speaker\_1: Oh. Um...

Speaker speaker\_0: The staffing agency.

Speaker speaker\_1: Sorry. I'm a, I'm a new employee.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Um...

Speaker speaker\_0: And what's the staffing agency that you're going through?

Speaker speaker\_1: Say that again.

Speaker speaker\_0: The staffing agency that you are applying for the health insurance. Like, you-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... you get the health insurance because you're working through a staffing agency, right?

Speaker speaker\_1: Correct.

Speaker speaker\_0: What's the name of the staffing agency?

Speaker speaker\_1: Oh. Hospitality Staffing Solutions.

Speaker speaker\_0: Okay. So let me see if I'm able to see your file and have the last four digits of your social.

Speaker speaker\_1: Sorry?

Speaker speaker\_0: The last four digits of your social. So I will pull up your file.

Speaker speaker\_1: Oh, 3421.

Speaker speaker\_0: Your first and last name, sir?

Speaker speaker\_1: Uh, Shane Benton.

Speaker speaker\_0: Benton?

Speaker speaker\_1: I'm, like, brand-new.

Speaker speaker\_0: Okay. We might not have your file yet, um, but I just wanted to check.

Speaker speaker\_1: Yeah. Yeah. I'm actually filling out benefits right now, um, but I'm unable to-

Speaker speaker\_0: So-

Speaker speaker\_1: I mean, I don't want to pay for it.

Speaker speaker\_0: It's... I understand. So what I could sug- suggest you to do is just leave it as it is because we, we cannot help you, like, to unclick it. It's not going to-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: You're not go- you're not gonna get charged for any of that-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... actually start working. So we usually receive-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... the, the paperwork, like, a week from now. You could give us-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... a call. Um, you could give us a call, like, in a week. See if we, if we receive it, and then we'll go fix it for you.

Speaker speaker\_1: Oh. Okay. Sounds good.

Speaker speaker\_0: Unless you want to provide your personal information, and I could create the file for you and select the correct one. That's up to you.

Speaker speaker\_1: Um, I actually just... Uh, I actually have to, like, get this done in order to finish getting hired. So I'll just-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... do it here, and then I'll give you guys a call in a week.

Speaker speaker\_0: Yes. So just don't forget to give us a call because after you start working, um, it'll go through that way. All right?

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right.

Speaker speaker\_1: Sounds good.

Speaker speaker\_0: Anything else I could do for you, sir?

Speaker speaker\_1: Uh, nope. That should do it.

Speaker speaker\_0: All right.

Speaker speaker\_1: Sorry, I'm in the library. I can't talk too loud.

Speaker speaker\_0: No problem. Have a great rest of your day.

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