

Transcript: Pamela

Blanc-6675000104271872-5565603139502080

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Awards . Yes, ma'am. I was calling to see if my benefits started. Who do you work for, sir? Surge Staffing. May I have the last four digits of your Social? 0541. 0541? Mm-hmm. Yes, ma'am. Your first and last name? Justice Barfield. Can you repeat your first and last name for me, sir? Sorry, I couldn't hear you well. Uh, Justice, J-u-s-t-u-s. Last name Barfield, B-a-r-f-i-e-l-d. Thank you. Mr. Barfield, for security reasons just to make sure we are in the correct file, can you please verify your complete address and date of birth? Um, 52203 Sir Charles Court in Brandon, Mississippi, and my birthday is 12-31-94. Thank you for the information. We have a phone number on file, 469-435-7048, and your email is your first name, last name at gmail.com. Yes, ma'am. Okay. So your benefits will be active the following, uh, the next Monday, the 18th. Okay. And will my cards be on the... And if- My cards will be on the way then, or how do I get, how do I get my cards? Okay. So the ID cards do take seven to 10 days to arrive. The medical card goes to your email and then you'll get a physical card for your dental. But you could give us a call, I would say Wednesday or Thursday, and we could email you temporary IDs while you wait for your physical card. Okay. Yes, ma'am. All right. Anything else I can do for you, sir? That's all. All right. Thank you for giving us a call today. Have a great rest of the day, sir. Yes, ma'am. Thank you.

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 Awards .

Speaker speaker_2: Yes, ma'am. I was calling to see if my benefits started.

Speaker speaker_1: Who do you work for, sir?

Speaker speaker_2: Surge Staffing.

Speaker speaker_1: May I have the last four digits of your Social?

Speaker speaker_2: 0541.

Speaker speaker_1: 0541?

Speaker speaker_2: Mm-hmm. Yes, ma'am.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Justice Barfield.

Speaker speaker_1: Can you repeat your first and last name for me, sir? Sorry, I couldn't hear you well.

Speaker speaker_2: Uh, Justice, J-u-s-t-u-s. Last name Barfield, B-a-r-f-i-e-l-d.

Speaker speaker_1: Thank you. Mr. Barfield, for security reasons just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Um, 52203 Sir Charles Court in Brandon, Mississippi, and my birthday is 12-31-94.

Speaker speaker_1: Thank you for the information. We have a phone number on file, 469-435-7048, and your email is your first name, last name at gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So your benefits will be active the following, uh, the next Monday, the 18th.

Speaker speaker_2: Okay. And will my cards be on the...

Speaker speaker_1: And if-

Speaker speaker_2: My cards will be on the way then, or how do I get, how do I get my cards?

Speaker speaker_1: Okay. So the ID cards do take seven to 10 days to arrive. The medical card goes to your email and then you'll get a physical card for your dental. But you could give us a call, I would say Wednesday or Thursday, and we could email you temporary IDs while you wait for your physical card.

Speaker speaker_2: Okay. Yes, ma'am.

Speaker speaker_1: All right. Anything else I can do for you, sir?

Speaker speaker_2: That's all.

Speaker speaker_1: All right. Thank you for giving us a call today. Have a great rest of the day, sir.

Speaker speaker_2: Yes, ma'am. Thank you.