

## **Transcript: Pamela**

**Blanc-4620979456131072-6003926981623808**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling my husband apart. This is Pamela speaking, how may I help you? Hello? This is him. He's trying to... he wants something. Yeah. So, I am listening. I am husband to Judy. Uh, she was- I can barely hear you, so it's a lot of background noise. Yeah. Yeah, she received a message for, for the application jobs in... Hello? Okay, can you repeat that for me please? Yeah. She received a message for application jobs, Hospitalist Staffing, uh, solution. Okay. Hi, Judy. So, we are the administrator for health insurance. Sorry? Everybody letting them know, know if she wants to enroll in federal and health insurance. She wa- she want use the, the information, uh, emailed for, for, for his account. He don't can use- Hold on. He don't, he don't can use, uh, the, the card of the, the Hospitalist Staffing solution. Okay, so that's it for- She want to know if you want... Go ahead. Yeah. Hello? Um, um, okay. So, she want to use the staffing card? Yeah. No, I'm just- I don't understand. Yeah. She received a message for about, uh, the job, uh, Hospitalist Staffing solution. Uh-huh. I, I called you for her for to do is, she can, she cannot use the card of the Hospitalist Staffing solution. She want to use, uh, this card. Is it- For what kind? Because what we do is health insurance. It cannot, it cannot use, uh, the card of Staffing solution. Okay, but what type of card? Is this for her to get paid? Yeah. We are not the right person, sir. You're not calling the right number. I did about, uh, my information. I... Okay. We are the administrator for health insurance. Oh, okay. Not to... Not how she's going to get paid. Tell him.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling my husband apart. This is Pamela speaking, how may I help you?

Speaker speaker\_2: Hello?

Speaker speaker\_1: This is him. He's trying to... he wants something.

Speaker speaker\_2: Yeah. So, I am listening. I am husband to Judy. Uh, she was-

Speaker speaker\_1: I can barely hear you, so it's a lot of background noise.

Speaker speaker\_2: Yeah. Yeah, she received a message for, for the application jobs in... Hello?

Speaker speaker\_1: Okay, can you repeat that for me please?

Speaker speaker\_2: Yeah. She received a message for application jobs, Hospitalist Staffing, uh, solution.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Hi, Judy.

Speaker speaker\_1: So, we are the administrator for health insurance.

Speaker speaker\_2: Sorry?

Speaker speaker\_1: Everybody letting them know, know if she wants to enroll in federal and health insurance.

Speaker speaker\_2: She wa- she want use the, the information, uh, emailed for, for, for his account. He don't can use-

Speaker speaker\_1: Hold on.

Speaker speaker\_2: He don't, he don't can use, uh, the, the card of the, the Hospitalist Staffing solution.

Speaker speaker\_1: Okay, so that's it for-

Speaker speaker\_2: She want to know if you want...

Speaker speaker\_1: Go ahead.

Speaker speaker\_2: Yeah. Hello?

Speaker speaker\_1: Um, um, okay. So, she want to use the staffing card?

Speaker speaker\_2: Yeah. No, I'm just-

Speaker speaker\_1: I don't understand.

Speaker speaker\_2: Yeah. She received a message for about, uh, the job, uh, Hospitalist Staffing solution.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_2: I, I called you for her for to do is, she can, she cannot use the card of the Hospitalist Staffing solution. She want to use, uh, this card. Is it-

Speaker speaker\_1: For what kind? Because what we do is health insurance.

Speaker speaker\_2: It cannot, it cannot use, uh, the card of Staffing solution.

Speaker speaker\_1: Okay, but what type of card? Is this for her to get paid?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: We are not the right person, sir. You're not calling the right number.

Speaker speaker\_2: I did about, uh, my information.

Speaker speaker\_1: I... Okay. We are the administrator for health insurance.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Not to... Not how she's going to get paid.

Speaker speaker\_3: Tell him.