

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center 4, this is Pamela speaking. How may I help you? Yes, my name is Antoine. I just got this check and I'm just wondering what this check's for. Can you repeat that, sir? I could barely hear you. Oh, I said I got a check, and I'm just saying what the check says, 'cause I work for Wagner and I ain't got their check this time. We are the administrator for health insurance, letting you know we will enroll in the benefits. Okay, I'm sorry. But you could be calling the benefits. Okay. Thank you for letting me know that. All right, thank you for giving us a call ...

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Center 4, this is Pamela speaking. How may I help you?

Speaker speaker_2: Yes, my name is Antoine. I just got this check and I'm just wondering what this check's for.

Speaker speaker_1: Can you repeat that, sir? I could barely hear you.

Speaker speaker_2: Oh, I said I got a check, and I'm just saying what the check says, 'cause I work for Wagner and I ain't got their check this time.

Speaker speaker_1: We are the administrator for health insurance, letting you know we will enroll in the benefits.

Speaker speaker_2: Okay, I'm sorry.

Speaker speaker_1: But you could be calling the benefits.

Speaker speaker_2: Okay. Thank you for letting me know that.

Speaker speaker_1: All right, thank you for giving us a call ...