

## **Transcript: Pamela**

**Blanc-4925138205720576-6327871504695296**

### **Full Transcript**

Thank you for calling Benefits 10-04. This is Pamela speaking. How may I help you? Hello. Good evening. My name is Steven. Yes. I just got a text message, uh, for open enrollment for benefits in the HR department. May I ask what is that? Okay. You got the, our phone number from who? Excuse me? I, I couldn't understand what you said. Uh, uh, barely was able to hear you. Oh. It's, uh, I just got a message from, I don't know who, it says, "Adapt HR has opened enrollment for benefits." And what type of benefits is that? Okay. So, we are the administrator for health insurance for staffing agency. Oh, okay. Um, they let us know- I understand that. Okay. No problem. Anything else I could do for you? Uh, no, it's fine. Uh, is this Open... Is this, uh, for Adaptive Care, the, the office in Redland? Um, I have no idea. We represent different staffing agency and we're not located there. So that's not gonna be- Okay. All right. All right. Thank you very much. Goodbye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10-04. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hello. Good evening. My name is Steven. Yes. I just got a text message, uh, for open enrollment for benefits in the HR department. May I ask what is that?

Speaker speaker\_0: Okay. You got the, our phone number from who?

Speaker speaker\_1: Excuse me?

Speaker speaker\_0: I, I couldn't understand what you said. Uh, uh, barely was able to hear you.

Speaker speaker\_1: Oh. It's, uh, I just got a message from, I don't know who, it says, "Adapt HR has opened enrollment for benefits." And what type of benefits is that?

Speaker speaker\_0: Okay. So, we are the administrator for health insurance for staffing agency.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: Um, they let us know-

Speaker speaker\_1: I understand that.

Speaker speaker\_0: Okay. No problem. Anything else I could do for you?

Speaker speaker\_1: Uh, no, it's fine. Uh, is this Open... Is this, uh, for Adaptive Care, the, the office in Redland?

Speaker speaker\_0: Um, I have no idea. We represent different staffing agency and we're not located there. So that's not gonna be-

Speaker speaker\_1: Okay. All right. All right. Thank you very much. Goodbye.