

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you? How you doing? I'm here to apply for b- benefits. Sir, hear you, sir? Huh? I could barely hear you. I said how you doing? I'm here to apply for b- my benefits. All right. Um, I... I'm doing good. And you, sir? Oh, I'm doing good. Okay. And who do you work for? Um, I work for Partner Personnel, quick service workers. Right now, I'm working for OP5. Partner Personnel? May I have the last four digits of your Social? 1307. 1307. Your first and last name, sir? Brandon Pope, P-O-P-E. You say Hope as your last name? Yes. P-O-P-E, as in Peter. And when did you start working for them? Uh, I start tomorrow. Okay, and you fill out all your paperwork today? No, I did work a job through Partner Personnel, so I filled my paper out about a couple weeks ago, like a week or two ago. And the last four is 1807? No, 1307. Oh, okay. Sorry about that. No, it's okay. See, I don't see you on the files. Where would it be? Uh, P-O-P-E. Maybe Brandon P-O-P-E. All right. I believe I found it. Huh? Okay, Mr. Pope, for security reasons, just to make sure I am in the correct file, can you please verify your complete address and date of birth? Uh, 8111 Chalmers Avenue, Warren, Michigan. January 1st, 1999. And we have a phone number of 531-3978-5002. And your email is your first name, last name, full thing, @icloud.com. Yes. And do you know what plan you would like to enroll to? Um, they didn't break it down as to the plans that I can enroll to. You haven't f-... You haven't seen the benefit guide? No. They do offer about six different medical plan and the options. Let me see when you are allowed to enroll. So if you would like, I can send you a complete guide for the benefits to your email. You have until the 10th of March to enroll in the benefits. Okay. Okay? Um, it will go to your email. It will be coming in from info@benefitsandacard. Okay. Thank you. I appreciate it. So check your spam and your junk mail. It, um, it might go there. Okay. All right. If you have any questions or anything after you, uh, see the benefit guide, just give us a call. Okay. Thanks. I will.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: How you doing? I'm here to apply for b- benefits.

Speaker speaker_0: Sir, hear you, sir?

Speaker speaker_1: Huh?

Speaker speaker_0: I could barely hear you.

Speaker speaker_1: I said how you doing? I'm here to apply for b- my benefits.

Speaker speaker_0: All right. Um, I... I'm doing good. And you, sir?

Speaker speaker_1: Oh, I'm doing good.

Speaker speaker_0: Okay. And who do you work for?

Speaker speaker_1: Um, I work for Partner Personnel, quick service workers. Right now, I'm working for OP5.

Speaker speaker_0: Partner Personnel? May I have the last four digits of your Social?

Speaker speaker_1: 1307.

Speaker speaker_0: 1307. Your first and last name, sir?

Speaker speaker_1: Brandon Pope, P-O-P-E.

Speaker speaker_0: You say Hope as your last name?

Speaker speaker_1: Yes. P-O-P-E, as in Peter.

Speaker speaker_0: And when did you start working for them?

Speaker speaker_1: Uh, I start tomorrow.

Speaker speaker_0: Okay, and you fill out all your paperwork today?

Speaker speaker_1: No, I did work a job through Partner Personnel, so I filled my paper out about a couple weeks ago, like a week or two ago.

Speaker speaker_0: And the last four is 1807?

Speaker speaker_1: No, 1307.

Speaker speaker_0: Oh, okay. Sorry about that.

Speaker speaker_1: No, it's okay.

Speaker speaker_0: See, I don't see you on the files. Where would it be?

Speaker speaker_1: Uh, P-O-P-E. Maybe Brandon P-O-P-E.

Speaker speaker_0: All right. I believe I found it.

Speaker speaker_1: Huh?

Speaker speaker_0: Okay, Mr. Pope, for security reasons, just to make sure I am in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Uh, 8111 Chalmers Avenue, Warren, Michigan. January 1st, 1999.

Speaker speaker_0: And we have a phone number of 531-3978-5002. And your email is your first name, last name, full thing, @icloud.com.

Speaker speaker_1: Yes.

Speaker speaker_0: And do you know what plan you would like to enroll to?

Speaker speaker_1: Um, they didn't break it down as to the plans that I can enroll to.

Speaker speaker_0: You haven't f-... You haven't seen the benefit guide?

Speaker speaker_1: No.

Speaker speaker_0: They do offer about six different medical plan and the options. Let me see when you are allowed to enroll. So if you would like, I can send you a complete guide for the benefits to your email. You have until the 10th of March to enroll in the benefits.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay? Um, it will go to your email. It will be coming in from info@benefitsandacard.

Speaker speaker_1: Okay. Thank you. I appreciate it.

Speaker speaker_0: So check your spam and your junk mail. It, um, it might go there.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. If you have any questions or anything after you, uh, see the benefit guide, just give us a call.

Speaker speaker_1: Okay. Thanks. I will.