

Transcript: Pamela

Blanc-5312179752845312-5590578660556800

Full Transcript

Hello, how may I help you? Um, I'm T'Charlie and then... Hello? Yes, I'm here. Mm-hmm, my name is T'Charlie and then I'm working for, for Surge, uh, at the Alabama. And then when I went for orientation, um, they talked to me about, uh, benefits attendance, right? But I'm usually on time at, at work, never late and never absent. I go to work every day, but I've never got these benefits attendance they told, told me about it. That's why, that's why today I'm calling you. Okay. Mm-hmm. So, you're calling because there's the health benefits or- Benefits attendance. And what's the name of the staffing agency? Um, Surge Staffing. The last four digits of your Social. 7727. And what is your first and last name? Um, my birthday is September 28- 25. No, ma'am. Your name. Oh, my name. T'Charlie Senni. Okay. T-E-C-H-A-R-L-Y. Okay. So, Mr. Lewis, for security reasons, now I need you to give me your date of birth and address. Um, September 25, 1995. My address is 711 West Main Street, Alabama. So, I see here that you have the benefits for the Stay Healthy. Um, did you receive the ID card? Yes. Okay. And what do you want to do with the benefits? Uh, benefits attendance. They talk to me when I'm usually on time at work. Uh, I'm never late- Hey, ma'am. ... never absent. This doesn't have to do anything about your at- um, your attendance hours. This is health insurance. This is health insurance. Hello? Hello? Ma'am? Hello? We're going to have to disconnect the call due to no response.

Conversation Format

Speaker speaker_0: Hello, how may I help you?

Speaker speaker_1: Um, I'm T'Charlie and then... Hello?

Speaker speaker_0: Yes, I'm here.

Speaker speaker_1: Mm-hmm, my name is T'Charlie and then I'm working for, for Surge, uh, at the Alabama. And then when I went for orientation, um, they talked to me about, uh, benefits attendance, right? But I'm usually on time at, at work, never late and never absent. I go to work every day, but I've never got these benefits attendance they told, told me about it. That's why, that's why today I'm calling you.

Speaker speaker_0: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So, you're calling because there's the health benefits or-

Speaker speaker_1: Benefits attendance.

Speaker speaker_0: And what's the name of the staffing agency?

Speaker speaker_1: Um, Surge Staffing.

Speaker speaker_0: The last four digits of your Social.

Speaker speaker_1: 7727.

Speaker speaker_0: And what is your first and last name?

Speaker speaker_1: Um, my birthday is September 28- 25.

Speaker speaker_0: No, ma'am. Your name.

Speaker speaker_1: Oh, my name. T'Charlie Senni.

Speaker speaker_0: Okay.

Speaker speaker_1: T-E-C-H-A-R-L-Y.

Speaker speaker_0: Okay. So, Mr. Lewis, for security reasons, now I need you to give me your date of birth and address.

Speaker speaker_1: Um, September 25, 1995. My address is 711 West Main Street, Alabama.

Speaker speaker_0: So, I see here that you have the benefits for the Stay Healthy. Um, did you receive the ID card?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And what do you want to do with the benefits?

Speaker speaker_1: Uh, benefits attendance. They talk to me when I'm usually on time at work. Uh, I'm never late-

Speaker speaker_0: Hey, ma'am.

Speaker speaker_1: ... never absent.

Speaker speaker_0: This doesn't have to do anything about your at- um, your attendance hours. This is health insurance. This is health insurance. Hello? Hello? Ma'am? Hello? We're going to have to disconnect the call due to no response.