

## **Transcript: Pamela**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for give... for calling Benefits and Accords. This is Pamela speaking. How may I help you? Uh, yeah, the, uh, staffing agency gave me this number, told me to give you a call. Okay. And who do you work for, sir? Integrity Trade Services. Okay. Integrity. And the last four digits of your social? 7279. Your first and last name, sir. Jeremy Satriano. Jeremy? Yeah. And you said the last four's 7279? Yeah. Jeremy Satriano. Jeremy Satriano? All right. Um, Mr. Satriano, can you please verify your complete address and date of birth? Yeah. 10071 East 700 North Walkerton, Indiana 46574. Uh, August 26th, 1989. Thank you for the information. We have a phone number on file, 219-269-7487 and 574-910-2192. And your email is your first name, last name@gmail.com? Yeah. All right. And what you need help with, sir? Uh, unenrolled in the benefits. I know what... Okay. So you, you are not enrolled with us. Right. They said... Well, I was getting an email that said if I... I need to let them know or it's gonna take out again. I just started again at the job. Oh, you went back. Okay, I understand now. Yeah. You, you went back into an assignment. Yeah. So you don't have to worry about it because, um, that only happens when you start working for the... pretty much the first time. But the last time it was, um, it was canceled. Ah. Well, it went on, it went on COBRA because you stopped working, you stopped working. Unless you want us to reinstate, then the benefits will start. But you don't have to worry about auto-enrollment. Okay. All right. Is there anything else I could do for you, sir? That is all. Thank you. All right. Thank you for giving us a call today. Have a great rest of the day. Thanks. You too. Bye-bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for give... for calling Benefits and Accords. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Uh, yeah, the, uh, staffing agency gave me this number, told me to give you a call.

Speaker speaker\_1: Okay. And who do you work for, sir?

Speaker speaker\_2: Integrity Trade Services.

Speaker speaker\_1: Okay. Integrity. And the last four digits of your social?

Speaker speaker\_2: 7279.

Speaker speaker\_1: Your first and last name, sir.

Speaker speaker\_2: Jeremy Satriano.

Speaker speaker\_1: Jeremy?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And you said the last four's 7279?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Jeremy Satriano. Jeremy Satriano? All right. Um, Mr. Satriano, can you please verify your complete address and date of birth?

Speaker speaker\_2: Yeah. 10071 East 700 North Walkerton, Indiana 46574. Uh, August 26th, 1989.

Speaker speaker\_1: Thank you for the information. We have a phone number on file, 219-269-7487 and 574-910-2192. And your email is your first name, last name@gmail.com?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: All right. And what you need help with, sir?

Speaker speaker\_2: Uh, unenrolled in the benefits. I know what...

Speaker speaker\_1: Okay. So you, you are not enrolled with us.

Speaker speaker\_2: Right. They said... Well, I was getting an email that said if I... I need to let them know or it's gonna take out again. I just started again at the job.

Speaker speaker\_1: Oh, you went back. Okay, I understand now.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: You, you went back into an assignment.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: So you don't have to worry about it because, um, that only happens when you start working for the... pretty much the first time. But the last time it was, um, it was canceled.

Speaker speaker\_2: Ah.

Speaker speaker\_1: Well, it went on, it went on COBRA because you stopped working, you stopped working. Unless you want us to reinstate, then the benefits will start. But you don't have to worry about auto-enrollment.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Is there anything else I could do for you, sir?

Speaker speaker\_2: That is all. Thank you.

Speaker speaker\_1: All right. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker\_2: Thanks. You too. Bye-bye.

Speaker speaker\_1: Bye.