

## **Transcript: Pamela**

**Blanc-5439731867631616-5107596543705088**

### **Full Transcript**

Thank you for calling Benefits ... Pamela speaking. How may I help you? Yes, this is Jeff Goodman. I've just recently went to work through Crown Staffing at the Breckenridge County Road Department, and I told the lady at the office to take out the insurance and I would rather not do that because I'm already paying private insurance anyway. Okay. And there's no use in me having both. May I have the last four digits of your social? 4241. I have my wife on my private insurance and I can't cancel it. 42- 41. I'm sorry, it's... 4241. And your first and last name, sir? Jeffery Goodman. I haven't received a check yet. I've just started this week. Okay. We don't have your information in the file yet. Right. I was going to say it may not be there yet, but... Okay. If you would like we could go ahead and create a file for you where you will be able to call back on Monday. We should have your, um, information in the system. Okay. But, but I just- And we- I want to ca- I, I... There's no use for me having both of them. Okay. I have to pay the other one anyway to cover my wife. What would you like to do? Do you want to provide the personal information and create the file or would you like to call back on, on Monday so we can have- Oh, I'll call back Monday. That's fine. Okay. Just keep in mind that you need to be able to call. Okay. Thank you. All right. Thank you. Have a great weekend.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits ... Pamela speaking. How may I help you?

Speaker speaker\_1: Yes, this is Jeff Goodman. I've just recently went to work through Crown Staffing at the Breckenridge County Road Department, and I told the lady at the office to take out the insurance and I would rather not do that because I'm already paying private insurance anyway.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And there's no use in me having both.

Speaker speaker\_0: May I have the last four digits of your social?

Speaker speaker\_1: 4241. I have my wife on my private insurance and I can't cancel it.

Speaker speaker\_0: 42-

Speaker speaker\_1: 41.

Speaker speaker\_0: I'm sorry, it's... 4241. And your first and last name, sir?

Speaker speaker\_1: Jeffery Goodman. I haven't received a check yet. I've just started this week.

Speaker speaker\_0: Okay. We don't have your information in the file yet.

Speaker speaker\_1: Right. I was going to say it may not be there yet, but...

Speaker speaker\_0: Okay. If you would like we could go ahead and create a file for you where you will be able to call back on Monday. We should have your, um, information in the system.

Speaker speaker\_1: Okay. But, but I just-

Speaker speaker\_0: And we-

Speaker speaker\_1: I want to ca- I, I... There's no use for me having both of them.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I have to pay the other one anyway to cover my wife.

Speaker speaker\_0: What would you like to do? Do you want to provide the personal information and create the file or would you like to call back on, on Monday so we can have-

Speaker speaker\_1: Oh, I'll call back Monday. That's fine.

Speaker speaker\_0: Okay. Just keep in mind that you need to be able to call.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: All right. Thank you. Have a great weekend.