

Transcript: Pamela

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Full Transcript

Thank you for calling Benefit Tech. Hi, this is Pamela speaking. How may I help you? Yeah, this is Antonio. I was trying to see y'all, 'cause I guess Chris was supposed to give me a call back. I missed calls from you guys, so I'm trying to see at least hit down with him. Okay. Um, may I have the last four digits- Chris, supervise. ... of your Social Security number. I completely understand- Supervise, please. Sir, in order for me to help you- The super... Oh, yeah, okay, yeah. Um- ... I need to pull up your file and then I could see if he's available and transfer the call. But I need to find your file first. Oh, yeah, you're good. Uh, what do you need? The first, last four digits of the Social and, and the staffing agency you work for. I work for ISS, uh, 3344. ISS? Yes, ISS. And 33? 3344. 4444, thank you. Mm-hmm. Bear with me. Ma'am? Um, bear with me. I'm pulling up the information, sir. Okay, yeah. D- I can barely hear you. I'm so sorry about that. What about now? Yeah, that's better. Let's see. Uh... What's your first and last name, sir? Antonio Arrington. Arrington. Give me one second. Let me see if y- this Chris is available at this time. Just bear with me. Hello? Hello? Mr. Arrington? Mr. Arrington, can you hear me? Yes, ma'am. So Chris is on lunch at this time and he tried to call you, but he was not able to leave you a message. But, um, on his note he said that he was calling you to let you know that the vision issue was all r- was corrected. I guess you had a issue with your vision plan? Yeah, yeah. I mean, was it corrected? 'Cause I mean, I, I still didn't get a number for him. I was, I was trying to get my med number from... Like, yeah, I need that, that number. You mean you haven't- Yeah, I need my medical... I, I need... I, I mean, I need the number so that they can find me at the eye doctor place. Okay, I under- They had a hard time finding me in the system. Yes, ma'am. They had a hard time finding me in the system. So he was supposed to check up on it for me. I mean, I'm glad he, he, he... You know, he remembered and everything. But I'm saying, like, I... I feel he must've forgot. I still need the number for them to be able to find me. Okay. It'll be at the end of this. Let me, let me look it up and I'll be right with you again. Just bear with me. Okay. All right, yeah, no. No. No. It's for him to last. Yep. No, man. All right. Come on, man. She said that she was going to ask me what I was needed and I was like- I don't... I don't know. Man, I had it. Might have left it at home or something. But my card is slipped or some place, man. I'm done. I don't care.... tonight in my head. My buddy locked up. I usually go to him. For a week and then I do off another week. How many... Uh oh. Now what, ma'am? Are you with them? Yeah, I'm with them. I don't know how this is working out, but thank you for helping me. For who? Derek? Derek? Thank you for- Yes, ma'am. I'm sorry to make you wait this long, but I just wanted- Oh. ... to check, checking in the system that it's showing that you are active. What I could give you is the group number. Um, let me know when you're ready. Now, this is my medical number you're giving me? I guess that's the only number I need. Yes. I don't... I... Huh? Is- isn't this for your vision plan? Yeah, my... Yeah, my vision, uh, insurance number, so they can be able to

find me in the system. So, they could find you in the system because I just checked it before I provided you with this number, 'cause all we have is a group number. Now if they go in the system and try to find you, they should be able to do so, because I just did. Okay. All right. So but if you want to get that group number, um, as well- Yeah. ... as your reference, that's fine. All right. If... You ready? Hold on a minute. Yeah, I'm ready now. Okay. It's 537-44-18. Okay. All right? So they should be able to find you- Hey, let me, let me, let me repeat it back to you, uh, to make sure this is the right number. 537... Uh, 537-44-18. Yeah, yeah. I was trying to make sure that was cor- correct. Okay. No problem. Anything else I could do for you, sir? No, ma'am. Thank you. All right. Thank you for giving us a call. Have a great rest of the day. All right. Yes, ma'am. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Tech. Hi, this is Pamela speaking. How may I help you?

Speaker speaker_1: Yeah, this is Antonio. I was trying to see y'all, 'cause I guess Chris was supposed to give me a call back. I missed calls from you guys, so I'm trying to see at least hit down with him.

Speaker speaker_0: Okay. Um, may I have the last four digits-

Speaker speaker_1: Chris, supervise.

Speaker speaker_0: ... of your Social Security number. I completely understand-

Speaker speaker_1: Supervise, please.

Speaker speaker_0: Sir, in order for me to help you-

Speaker speaker_1: The super... Oh, yeah, okay, yeah. Um-

Speaker speaker_0: ... I need to pull up your file and then I could see if he's available and transfer the call. But I need to find your file first.

Speaker speaker_1: Oh, yeah, you're good. Uh, what do you need?

Speaker speaker_0: The first, last four digits of the Social and, and the staffing agency you work for.

Speaker speaker_1: I work for ISS, uh, 3344.

Speaker speaker_0: ISS?

Speaker speaker_1: Yes, ISS.

Speaker speaker_0: And 33?

Speaker speaker_1: 3344.

Speaker speaker_0: 4444, thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Bear with me.

Speaker speaker_1: Ma'am?

Speaker speaker_0: Um, bear with me. I'm pulling up the information, sir.

Speaker speaker_1: Okay, yeah. D- I can barely hear you.

Speaker speaker_0: I'm so sorry about that. What about now?

Speaker speaker_1: Yeah, that's better.

Speaker speaker_0: Let's see. Uh... What's your first and last name, sir?

Speaker speaker_1: Antonio Arrington.

Speaker speaker_0: Arrington. Give me one second. Let me see if y- this Chris is available at this time. Just bear with me.

Speaker speaker_1: Hello? Hello?

Speaker speaker_0: Mr. Arrington? Mr. Arrington, can you hear me?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: So Chris is on lunch at this time and he tried to call you, but he was not able to leave you a message. But, um, on his note he said that he was calling you to let you know that the vision issue was all r- was corrected. I guess you had a issue with your vision plan?

Speaker speaker_1: Yeah, yeah. I mean, was it corrected? 'Cause I mean, I, I still didn't get a number for him. I was, I was trying to get my med number from... Like, yeah, I need that, that number.

Speaker speaker_0: You mean you haven't-

Speaker speaker_1: Yeah, I need my medical... I, I need... I, I mean, I need the number so that they can find me at the eye doctor place.

Speaker speaker_0: Okay, I under-

Speaker speaker_1: They had a hard time finding me in the system. Yes, ma'am. They had a hard time finding me in the system. So he was supposed to check up on it for me. I mean, I'm glad he, he, he... You know, he remembered and everything. But I'm saying, like, I... I feel he must've forgot. I still need the number for them to be able to find me.

Speaker speaker_0: Okay.

Speaker speaker_1: It'll be at the end of this.

Speaker speaker_0: Let me, let me look it up and I'll be right with you again. Just bear with me.

Speaker speaker_1: Okay. All right, yeah, no.

Speaker speaker_2: No. No. It's for him to last. Yep. No, man. All right. Come on, man.

Speaker speaker_3: She said that she was going to ask me what I was needed and I was like-

Speaker speaker_2: I don't... I don't know. Man, I had it. Might have left it at home or something. But my card is slipped or some place, man. I'm done. I don't care.

Speaker speaker_4: ... tonight in my head. My buddy locked up. I usually go to him.

Speaker speaker_5: For a week and then I do off another week.

Speaker speaker_4: How many... Uh oh. Now what, ma'am?

Speaker speaker_5: Are you with them?

Speaker speaker_6: Yeah, I'm with them.

Speaker speaker_5: I don't know how this is working out, but thank you for helping me.

Speaker speaker_4: For who?

Speaker speaker_0: Derek? Derek? Thank you for-

Speaker speaker_4: Yes, ma'am.

Speaker speaker_0: I'm sorry to make you wait this long, but I just wanted-

Speaker speaker_4: Oh.

Speaker speaker_0: ... to check, checking in the system that it's showing that you are active. What I could give you is the group number. Um, let me know when you're ready.

Speaker speaker_4: Now, this is my medical number you're giving me? I guess that's the only number I need.

Speaker speaker_0: Yes.

Speaker speaker_4: I don't... I... Huh?

Speaker speaker_0: Is- isn't this for your vision plan?

Speaker speaker_4: Yeah, my... Yeah, my vision, uh, insurance number, so they can be able to find me in the system.

Speaker speaker_0: So, they could find you in the system because I just checked it before I provided you with this number, 'cause all we have is a group number. Now if they go in the system and try to find you, they should be able to do so, because I just did.

Speaker speaker_4: Okay.

Speaker speaker_0: All right. So but if you want to get that group number, um, as well-

Speaker speaker_4: Yeah.

Speaker speaker_0: ... as your reference, that's fine. All right. If... You ready?

Speaker speaker_4: Hold on a minute. Yeah, I'm ready now.

Speaker speaker_0: Okay. It's 537-44-18.

Speaker speaker_4: Okay.

Speaker speaker_0: All right? So they should be able to find you-

Speaker speaker_4: Hey, let me, let me, let me repeat it back to you, uh, to make sure this is the right number. 537...

Speaker speaker_0: Uh, 537-44-18.

Speaker speaker_4: Yeah, yeah. I was trying to make sure that was cor- correct.

Speaker speaker_0: Okay. No problem. Anything else I could do for you, sir?

Speaker speaker_4: No, ma'am. Thank you.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_4: All right. Yes, ma'am. You too.