

Transcript: Pamela

Blanc-5637650011308032-6752596912685056

Full Transcript

Calling benefits for ... family. How may I help you, sir? I'm up, uh, uh, I got this message this morning, so I called this number. My name is Jason Walker. And, um, what's your staffing agency you work for? On Track Staffing. May I have the last four digits of your Social so I can pull up your file? Seven- 7692. And you say your full name is Jason Walker? Yes, ma'am. Thank you. Mr. Walker, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay. My complete address is 1229 North- Northeast 41st and Terrace. You said my, you said my what now? Your date of birth. Uh, 06-10-1985. Thank you for the information. We have a telephone number on file for 05-687-3710 and your email is jasonwalker097@gmail.com. Yes, ma'am. Right. And so you say you would like to enroll from the benefits or decline? Say that again? What would you like to do with the benefits, sir? Uh, I'm not really for sure. I just got this text so I just called the number. Okay. What can, what can I...? These are, um, health insurance. Okay. Well, do I have to do it at this... Do I, do I have to do it right now? No, you can give us a call back. Um, we're here from 8:00 AM to 8:00 PM Eastern Time. I could also email you a benefit guide- Okay. ... with all the information and then you could do it online or give us a call. Okay, I can, I can... Can I give you a call back? Okay. No problem, sir. Okay. Okay. All right. Thank you for giving us a call and have a great rest of the day. Okay. You too.

Conversation Format

Speaker speaker_0: Calling benefits for ... family. How may I help you, sir?

Speaker speaker_1: I'm up, uh, uh, I got this message this morning, so I called this number. My name is Jason Walker.

Speaker speaker_0: And, um, what's your staffing agency you work for?

Speaker speaker_1: On Track Staffing.

Speaker speaker_0: May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: Seven- 7692.

Speaker speaker_0: And you say your full name is Jason Walker?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Thank you. Mr. Walker, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Okay. My complete address is 1229 North- Northeast 41st and Terrace. You said my, you said my what now?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: Uh, 06-10-1985.

Speaker speaker_0: Thank you for the information. We have a telephone number on file for 05-687-3710 and your email is jasonwalker097@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Right. And so you say you would like to enroll from the benefits or decline?

Speaker speaker_1: Say that again?

Speaker speaker_0: What would you like to do with the benefits, sir?

Speaker speaker_1: Uh, I'm not really for sure. I just got this text so I just called the number.

Speaker speaker_0: Okay.

Speaker speaker_1: What can, what can I...?

Speaker speaker_0: These are, um, health insurance.

Speaker speaker_1: Okay. Well, do I have to do it at this... Do I, do I have to do it right now?

Speaker speaker_0: No, you can give us a call back. Um, we're here from 8:00 AM to 8:00 PM Eastern Time. I could also email you a benefit guide-

Speaker speaker_1: Okay.

Speaker speaker_0: ... with all the information and then you could do it online or give us a call.

Speaker speaker_1: Okay, I can, I can... Can I give you a call back?

Speaker speaker_0: Okay. No problem, sir.

Speaker speaker_1: Okay. Okay.

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

Speaker speaker_1: Okay. You too.