

## **Transcript: Pamela**

**Blanc-5671471494414336-6533787983233024**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-24, this is Pamela speaking. How may I help you? Yeah, hi. Um, I wasn't sure if this was the number I call to enroll in healthcare benefits. Yes. What, which one staffing agency you work for? Uh, MANCAN. Okay. May I have the last four digits of the Social? Yes, it's uh, 7379. Seven-three-seven-nine. And your first and last name, sir? Uh, my first name is Andrew, and my last name is Minich, M-I-N-I-C-H. Andrew. Can you tell me your last name one more time please? I'm sorry. Uh, Minich, M-I-N-I-C-H. Minich? Yes. Ah, okay. Mr. Minich, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yes. The address is 755 Scranton Avenue, Alliance, Ohio. And date of birth is 7/3/92. Thank you. For the information, we have a phone number on file, 330-596-0420. And um- Yes. ... your email's your first name last name 74 at gmail.com? Yes. All right. So when do you start working for MANCAN? Um, three and a half weeks ago. So I will have to send you information to the Eligibility Department because we don't have your recent hire date in the system. Um, have you seen the benefit guide? Do you know what would you like to enroll to, um...? Um, I briefly went over it. I received the packet last week, um. Yeah, so I just seen that this was the number to call on that. Um, I wasn't exactly certain on which one I was gonna select or, um, which one would be a good one to select. Okay, so you could go over the packet or the benefit guide, and I will request the Eligibility review. They do take 24 to 48 hours to get back to me. So... Okay. Is there a specific time to call you, sir? Um, no, uh, typically I get my break at noon or 1:00. Um... Okay. So around that time, and if I miss your call, I can always call you back if you want to leave me a- Oh, all right. ... uh, if someone wants to leave a voicemail. So you got to get the, uh, hire date from them first? Yes, they will let me know, uh, because even if I wanted to enroll you, the system won't allow me. Okay, but it, I still have time though, correct? Yes. Um, you do have 30 days from your first paycheck. That's how you, um, that's the ti- timeframe. Okay. All right. So, um... Okay, yeah, and then I'll go over the packet and see which- Mm-hmm. ... uh, that'll give me time to go over that then. If I get a answer tomorrow, I'll give you a call tomorrow. If not, definitely Monday, I'll get back to you. Okay, sounds good. All right. Thank you for, uh, giving us a call today. Have a great rest of the day. Yeah, thanks, you too. Mm- bye.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits 10-24, this is Pamela speaking. How may I help you?

Speaker speaker\_2: Yeah, hi. Um, I wasn't sure if this was the number I call to enroll in healthcare benefits.

Speaker speaker\_1: Yes. What, which one staffing agency you work for?

Speaker speaker\_2: Uh, MANCAN.

Speaker speaker\_1: Okay. May I have the last four digits of the Social?

Speaker speaker\_2: Yes, it's uh, 7379.

Speaker speaker\_1: Seven-three-seven-nine. And your first and last name, sir?

Speaker speaker\_2: Uh, my first name is Andrew, and my last name is Minich, M-I-N-I-C-H.

Speaker speaker\_1: Andrew. Can you tell me your last name one more time please? I'm sorry.

Speaker speaker\_2: Uh, Minich, M-I-N-I-C-H.

Speaker speaker\_1: Minich?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Ah, okay. Mr. Minich, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_2: Yes. The address is 755 Scranton Avenue, Alliance, Ohio. And date of birth is 7/3/92.

Speaker speaker\_1: Thank you. For the information, we have a phone number on file, 330-596-0420. And um-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... your email's your first name last name 74 at gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. So when do you start working for MANCAN?

Speaker speaker\_2: Um, three and a half weeks ago.

Speaker speaker\_1: So I will have to send you information to the Eligibility Department because we don't have your recent hire date in the system. Um, have you seen the benefit guide? Do you know what would you like to enroll to, um...?

Speaker speaker\_2: Um, I briefly went over it. I received the packet last week, um. Yeah, so I just seen that this was the number to call on that. Um, I wasn't exactly certain on which one I was gonna select or, um, which one would be a good one to select.

Speaker speaker\_1: Okay, so you could go over the packet or the benefit guide, and I will request the Eligibility review. They do take 24 to 48 hours to get back to me. So...

Speaker speaker\_2: Okay.

Speaker speaker\_1: Is there a specific time to call you, sir?

Speaker speaker\_2: Um, no, uh, typically I get my break at noon or 1:00. Um...

Speaker speaker\_1: Okay.

Speaker speaker\_2: So around that time, and if I miss your call, I can always call you back if you want to leave me a-

Speaker speaker\_1: Oh, all right.

Speaker speaker\_2: ... uh, if someone wants to leave a voicemail. So you got to get the, uh, hire date from them first?

Speaker speaker\_1: Yes, they will let me know, uh, because even if I wanted to enroll you, the system won't allow me.

Speaker speaker\_2: Okay, but it, I still have time though, correct?

Speaker speaker\_1: Yes. Um, you do have 30 days from your first paycheck. That's how you, um, that's the ti- timeframe.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. So, um...

Speaker speaker\_2: Okay, yeah, and then I'll go over the packet and see which-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... uh, that'll give me time to go over that then.

Speaker speaker\_1: If I get a answer tomorrow, I'll give you a call tomorrow. If not, definitely Monday, I'll get back to you.

Speaker speaker\_2: Okay, sounds good.

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

Speaker speaker\_2: Yeah, thanks, you too. Mm- bye.