

## **Transcript: Pamela**

**Blanc-5695200980156416-5756126391484416**

### **Full Transcript**

Thank you for calling Benefits 10-0-5. This is Pamela speaking. How may I help you? Hello? Yes, how may I help you? Yes, uh, I was told to call this number for ManCan. Uh, we are the administrator for health insurance for staffing agency. Yes. Okay, would you like to enroll in the health benefits? Yes. Okay. Um, might I have the last four digits of your Social so I can pull up your file? Four, seven, nine, one... And your first and last name? Dawn Franklin. Ms. Franklin, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? My address is 2496 Milton Street, Warren, Ohio 44484. All right. And your date of birth? 4/28/1969. We have a telephone number on file, 234-600-8514, and your email is your first name, last name, 417 at yahoo.com. Right? Um, yes. All right. And do you know what plan would you like to enroll to, ma'am? Uh, no, I don't. So what I could do, I could send you a email with the complete benefit guide so you could check what's the, they offer, and you could give us a call back when you're ready to enroll so you could do it online. Um- All right. ... the email will be coming in from info@benefits10-0-5. Check your spam and junk mail. It might go there. Okay. And you have 30 days from your first paycheck to enroll. Okay. All right, anything else I could do? No, that's it. All right, thank you for giving us a call. Have a great rest of the day, ma'am. All right. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10-0-5. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hello?

Speaker speaker\_0: Yes, how may I help you?

Speaker speaker\_1: Yes, uh, I was told to call this number for ManCan.

Speaker speaker\_0: Uh, we are the administrator for health insurance for staffing agency.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, would you like to enroll in the health benefits?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, might I have the last four digits of your Social so I can pull up your file?

Speaker speaker\_1: Four, seven, nine, one...

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Dawn Franklin.

Speaker speaker\_0: Ms. Franklin, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: My address is 2496 Milton Street, Warren, Ohio 44484.

Speaker speaker\_0: All right. And your date of birth?

Speaker speaker\_1: 4/28/1969.

Speaker speaker\_0: We have a telephone number on file, 234-600-8514, and your email is your first name, last name, 417 at yahoo.com. Right?

Speaker speaker\_1: Um, yes.

Speaker speaker\_0: All right. And do you know what plan would you like to enroll to, ma'am?

Speaker speaker\_1: Uh, no, I don't.

Speaker speaker\_0: So what I could do, I could send you a email with the complete benefit guide so you could check what's the, they offer, and you could give us a call back when you're ready to enroll so you could do it online. Um-

Speaker speaker\_1: All right.

Speaker speaker\_0: ... the email will be coming in from info@benefits10-0-5. Check your spam and junk mail. It might go there.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And you have 30 days from your first paycheck to enroll.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right, anything else I could do?

Speaker speaker\_1: No, that's it.

Speaker speaker\_0: All right, thank you for giving us a call. Have a great rest of the day, ma'am.

Speaker speaker\_1: All right. Bye-bye.