

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... Pamela speaking. How may I help you? Hey, I'm so sorry. I, uh, have to turn you up a little bit here. I... What did... You said your name and how can I help you? I'm sorry, I missed your names. No problem. My name is Pamela. Hey, Pamela. Go ahead. My name is Donald Wacter. I'm calling about my benefits. Um, I, I'm not 100% sure. I, I don't know if I ha- if I do nothing, I'm just declined or do I have to actively say, "I'm declining the benefits." You have to say it because it doesn't automatically decline if you don't accept it. Let me... Okay. Who other benefits are you waiting for? Uh, Dorothy. Dorothy? Oh, well, Dorothy do not- Yep. ... auto enroll so you don't have to worry about it. <|agent|><|en|> Okay. But if you want to- So with Dorothy, basically... I mean, I can tell you today, I, I, I can decline it and then we're good, or I can just not do anything. I guess it's kind of up to you, Pamela. I'm, I'm looking to you for advice. So, um, usually when the company do auto enrollment, that's when we're going through the system and decline it. But Dorothy doesn't do- Sure. ... auto enrollment, so you don't have to worry about it if... You have 30 days from your first paycheck if you decide to un-enroll or do anything. It's... Dorothy is on open enrollment. Give me one second. Awesome. Is there anything else? License to prevent. No, I think, uh, I think, I mean, that, that was easy, right? Yes, sir. So- Yeah. All right. I think we're... I think we're good. And then, yeah, they are on open enrollment. If you didn't enroll, if you don't want to do anything just so you... You don't have to worry about it. Cool. Sounds good. All right. Thank you for giving us a call. Have a great rest of this day. All right. All right, you too. Bye-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 ... Pamela speaking. How may I help you?

Speaker speaker_2: Hey, I'm so sorry. I, uh, have to turn you up a little bit here. I... What did... You said your name and how can I help you? I'm sorry, I missed your names.

Speaker speaker_1: No problem. My name is Pamela.

Speaker speaker_2: Hey, Pamela.

Speaker speaker_1: Go ahead.

Speaker speaker_2: My name is Donald Wacter. I'm calling about my benefits. Um, I, I'm not 100% sure. I, I don't know if I ha- if I do nothing, I'm just declined or do I have to actively say, "I'm declining the benefits."

Speaker speaker_1: You have to say it because it doesn't automatically decline if you don't accept it. Let me...

Speaker speaker_2: Okay.

Speaker speaker_1: Who other benefits are you waiting for?

Speaker speaker_2: Uh, Dorothy.

Speaker speaker_1: Dorothy? Oh, well, Dorothy do not-

Speaker speaker_2: Yep.

Speaker speaker_1: ... auto enroll so you don't have to worry about it. <|agent|><|en|>

Speaker speaker_2: Okay.

Speaker speaker_1: But if you want to-

Speaker speaker_2: So with Dorothy, basically... I mean, I can tell you today, I, I, I can decline it and then we're good, or I can just not do anything. I guess it's kind of up to you, Pamela. I'm, I'm looking to you for advice.

Speaker speaker_1: So, um, usually when the company do auto enrollment, that's when we're going through the system and decline it. But Dorothy doesn't do-

Speaker speaker_2: Sure.

Speaker speaker_1: ... auto enrollment, so you don't have to worry about it if... You have 30 days from your first paycheck if you decide to un- enroll or do anything. It's... Dorothy is on open enrollment. Give me one second.

Speaker speaker_2: Awesome.

Speaker speaker_1: Is there anything else?

Speaker speaker_2: License to prevent. No, I think, uh, I think, I mean, that, that was easy, right?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: So-

Speaker speaker_1: Yeah.

Speaker speaker_2: All right. I think we're... I think we're good.

Speaker speaker_1: And then, yeah, they are on open enrollment. If you didn't enroll, if you don't want to do anything just so you... You don't have to worry about it.

Speaker speaker_2: Cool. Sounds good.

Speaker speaker_1: All right. Thank you for giving us a call. Have a great rest of this day.

Speaker speaker_2: All right. All right, you too. Bye-bye.