

## **Transcript: Pamela**

**Blanc-5779057841324032-6036269742473216**

### **Full Transcript**

Thank you for calling Benefits and Coverage. This is Sandra speaking. How may I help you? Uh, I'm just trying to f- figure out what was this text message about y'all text me saying there was a lapse in coverage. Okay, so when was- I have no idea what it... I have no idea what it's for. We are the administrator for health insurance for staffing agency. Um, you probably was enrolled in the health benefits with them or you... Oh, oh, okay. Now I know, now I know, I know. It's probably for, uh, Megaforce, the temp agency that I was working for but I don't work for them no more. Okay. So if you're no longer with them then you don't have to worry about it. Um... Okay. All right. Anything else- All right. ... for assistance? Uh, no. Thank you. That's all. All right. Have a great rest of your day, sir. All right. You too. Have a good one.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Coverage. This is Sandra speaking. How may I help you?

Speaker speaker\_1: Uh, I'm just trying to f- figure out what was this text message about y'all text me saying there was a lapse in coverage.

Speaker speaker\_0: Okay, so when was-

Speaker speaker\_1: I have no idea what it... I have no idea what it's for.

Speaker speaker\_0: We are the administrator for health insurance for staffing agency. Um, you probably was enrolled in the health benefits with them or you...

Speaker speaker\_1: Oh, oh, okay. Now I know, now I know, I know. It's probably for, uh, Megaforce, the temp agency that I was working for but I don't work for them no more.

Speaker speaker\_0: Okay. So if you're no longer with them then you don't have to worry about it. Um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Anything else-

Speaker speaker\_1: All right.

Speaker speaker\_0: ... for assistance?

Speaker speaker\_1: Uh, no. Thank you. That's all.

Speaker speaker\_0: All right. Have a great rest of your day, sir.

Speaker speaker\_1: All right. You too. Have a good one.