

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. Uh, hi, Pamela. Uh, my name's Dale Thatcher. I'm employed through, uh, Surge Staffing and I was told to contact you guys because I do not want the health insurance or- Okay. ... whatever insurance it is. No problem. Uh, may I have the last three digits of your Social so I could pull up your file? Uh, 4781. 4-7-8-1. Your first and last name, sir? Dale Thatcher. Charles, you said, first name? Dale. D-A-L-E- I'm sorry. Dale. It's all right. Well... When do you start working for them, sir? I've already started working. This is my fifth day out there. I was told I had to contact you guys by today or you guys will start- Okay. ... taking money out of my check for insurance. Well, we haven't received the file yet, so do not... The auto enrollment happen, it's like, uh, right after you receive your first paycheck. We haven't received the file yet. If you would like and provide your personal information, we could go ahead and create the file for you and decline that enrollment or you could give us a call back on Monday. We should have your information in the system. I'll just give you a call back Monday then. I gotta get ready to get into work. Give me one second. Um, I'm sorry, I, I could barely hear you. Can you repeat that for me, sir? I said I could just give you guys a call back Monday. I gotta get ready to go into work. No problem. Don't forget to give us a call. All righty. Thank you. All right. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking.

Speaker speaker_1: Uh, hi, Pamela. Uh, my name's Dale Thatcher. I'm employed through, uh, Surge Staffing and I was told to contact you guys because I do not want the health insurance or-

Speaker speaker_0: Okay.

Speaker speaker_1: ... whatever insurance it is.

Speaker speaker_0: No problem. Uh, may I have the last three digits of your Social so I could pull up your file?

Speaker speaker_1: Uh, 4781. 4-7-8-1.

Speaker speaker_0: Your first and last name, sir?

Speaker speaker_1: Dale Thatcher.

Speaker speaker_0: Charles, you said, first name?

Speaker speaker_1: Dale. D-A-L-E-

Speaker speaker_0: I'm sorry. Dale.

Speaker speaker_1: It's all right. Well...

Speaker speaker_0: When do you start working for them, sir?

Speaker speaker_1: I've already started working. This is my fifth day out there. I was told I had to contact you guys by today or you guys will start-

Speaker speaker_0: Okay.

Speaker speaker_1: ... taking money out of my check for insurance.

Speaker speaker_0: Well, we haven't received the file yet, so do not... The auto enrollment happen, it's like, uh, right after you receive your first paycheck. We haven't received the file yet. If you would like and pro- provide your personal information, we could go ahead and create the file for you and decline that enrollment or you could give us a call back on Monday. We should have your information in the system.

Speaker speaker_1: I'll just give you a call back Monday then. I gotta get ready to get into work.

Speaker speaker_0: Give me one second. Um, I'm sorry, I, I could barely hear you. Can you repeat that for me, sir?

Speaker speaker_1: I said I could just give you guys a call back Monday. I gotta get ready to go into work.

Speaker speaker_0: No problem. Don't forget to give us a call.

Speaker speaker_1: All righty. Thank you.

Speaker speaker_0: All right. Thank you.

Speaker speaker_1: Bye.