

Transcript: Pamela

Blanc-5861525792276480-5598278254116864

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and ... this is Pamela speaking. How may I help you? Hello. This is Renee. Um, I got a missed call from you. We are the administrator for health insurance. Um, are you working for a staffing agency? Um, I don't understand. Okay. We represent a staffing agency. Are you working for one of them? No. I applied for one of them. It when- um, so we represent the staffing agency for the health insurance. When you applied, did you apply for health insurance as well? I don't think so. That's what we actually do. Maybe, um- Is this Francesca? Who? Is this Francesca who called me? No, but she does work with us. Probably you, um, when you, um, apply for the healthy, I mean, sorry, for the job, um- I applied- ... you fill out- I applied for- Go ahead. ... Hospitality Staffing because I got a, a text message from you. Oh, for HSS? Yes. So, um, so you probably didn't fill out the form correctly for the health insurance, or you probably missed it, um, something when you were filling it out. If- Hold on. ... you could provide me with the last four digits of your Social, I could pull up your account. Um, it's 7604. 7604. Your first and last name, ma'am? Renee Brown Getty. Renee Brown Getty, 8600. All right. Ms. Getty, I found your account. For security reasons, just to make sure we are in the correct file, we need to verify address and date of birth. Okay. My date of birth is July 1st, 2002. We do have that information. I know it's, it's, you probably don't feel comfortable, but we do have the information. I just want to make sure I'm c- I'm speaking to the correct person and the information we have is correct. Okay. Can you verify the address for me, please? 300 North Warwick Avenue, Apartment 407, Baltimore, Maryland, 21223. Thank you for the information. We have a phone number of 506-7415-8947, and let's see. Okay, The reason Francesca called you is because we are, um... We received a form that you, um, signed and dated on January 8th for HSS. Um, on the form, you selected that you wanted to be enrolled in the health benefits to stay healthy. I did. And then at the same- And then at the same time, you choose not to participate. We w- we wanted to make sure that either you wanted the benefits or not. No, I don't want it. Okay, no problem. Th- that's all we needed to verify. Um, if anything, you do have 30 days from your first paycheck if you change your mind and want to enroll in the benefit. Okay. All right. Thank you for calling welfare. Have a great rest of the day. You too. Thank you for calling ...

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and ... this is Pamela speaking. How may I help you?

Speaker speaker_2: Hello. This is Renee. Um, I got a missed call from you.

Speaker speaker_1: We are the administrator for health insurance. Um, are you working for a staffing agency?

Speaker speaker_2: Um, I don't understand.

Speaker speaker_1: Okay. We represent a staffing agency. Are you working for one of them?

Speaker speaker_2: No. I applied for one of them.

Speaker speaker_1: It when- um, so we represent the staffing agency for the health insurance. When you applied, did you apply for health insurance as well?

Speaker speaker_2: I don't think so.

Speaker speaker_1: That's what we actually do. Maybe, um-

Speaker speaker_2: Is this Francesca?

Speaker speaker_1: Who?

Speaker speaker_2: Is this Francesca who called me?

Speaker speaker_1: No, but she does work with us. Probably you, um, when you, um, apply for the healthy, I mean, sorry, for the job, um-

Speaker speaker_2: I applied-

Speaker speaker_1: ... you fill out-

Speaker speaker_2: I applied for-

Speaker speaker_1: Go ahead.

Speaker speaker_2: ... Hospitality Staffing because I got a, a text message from you.

Speaker speaker_1: Oh, for HSS?

Speaker speaker_2: Yes.

Speaker speaker_1: So, um, so you probably didn't fill out the form correctly for the health insurance, or you probably missed it, um, something when you were filling it out. If-

Speaker speaker_2: Hold on.

Speaker speaker_1: ... you could provide me with the last four digits of your Social, I could pull up your account.

Speaker speaker_2: Um, it's 7604.

Speaker speaker_1: 7604. Your first and last name, ma'am?

Speaker speaker_2: Renee Brown Getty.

Speaker speaker_1: Renee Brown Getty, 8600. All right. Ms. Getty, I found your account. For security reasons, just to make sure we are in the correct file, we need to verify address and date of birth.

Speaker speaker_2: Okay. My date of birth is July 1st, 2002.

Speaker speaker_1: We do have that information. I know it's, it's, you probably don't feel comfortable, but we do have the information. I just want to make sure I'm c- I'm speaking to the correct person and the information we have is correct.

Speaker speaker_2: Okay.

Speaker speaker_1: Can you verify the address for me, please?

Speaker speaker_2: 300 North Warwick Avenue, Apartment 407, Baltimore, Maryland, 21223.

Speaker speaker_1: Thank you for the information. We have a phone number of 506-7415-8947, and let's see. Okay, The reason Francesca called you is because we are, um... We received a form that you, um, signed and dated on January 8th for HSS. Um, on the form, you selected that you wanted to be enrolled in the health benefits to stay healthy.

Speaker speaker_2: I did.

Speaker speaker_1: And then at the same- And then at the same time, you choose not to participate. We w- we wanted to make sure that either you wanted the benefits or not.

Speaker speaker_2: No, I don't want it.

Speaker speaker_1: Okay, no problem. Th- that's all we needed to verify. Um, if anything, you do have 30 days from your first paycheck if you change your mind and want to enroll in the benefit.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Thank you for calling welfare. Have a great rest of the day.

Speaker speaker_2: You too.

Speaker speaker_3: Thank you for calling ...