

## **Transcript: Pamela**

**Blanc-5893683626164224-5259196697460736**

### **Full Transcript**

Thank you for calling Benefits International. This is Pamela speaking. How may I help you? Hi. Uh, I'm calling because I accidentally pressed yes to the, to accepting benefits. I was, I was going to, uh, op- uh, option out of it. Okay. And who do you work for? Uh, well, I'm going through a search. That's me. Okay. May I have the last four digits of your social? 8275. 8275. Your first and last name, sir? It's, uh, Jackson Haynes. Jackson. When did you start working for them? What's your last, uh, date, uh, when I, uh, tell 'em? When did you start work? It's been less than a week. Uh, tell her you're gonna start on Monday. I started on, uh, Monday. Okay. So we don't have your file yet in the system. If you would like, we'll go ahead and create a file for you if you're willing to provide the personal information. Okay. Do I, uh... Or should I, should I just wait until I'm o- like, started working and everything? Well, we usually receive the files like a week or two after you start working, so. Okay. You could try and give us a call back on Monday. Okay, perfect. Yes, ma'am. If you started last Monday, um, most likely by Monday or Tuesday we should have it in the system. Okay, perfect. Yes, ma'am. I will... I'll, I'll call around then. Yeah. All right. No problem. Anything else- All right. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Hi. Uh, I'm calling because I accidentally pressed yes to the, to accepting benefits. I was, I was going to, uh, op- uh, option out of it.

Speaker speaker\_0: Okay. And who do you work for?

Speaker speaker\_1: Uh, well, I'm going through a search. That's me.

Speaker speaker\_0: Okay. May I have the last four digits of your social?

Speaker speaker\_1: 8275.

Speaker speaker\_0: 8275. Your first and last name, sir?

Speaker speaker\_1: It's, uh, Jackson Haynes.

Speaker speaker\_0: Jackson. When did you start working for them?

Speaker speaker\_1: What's your last, uh, date, uh, when I, uh, tell 'em?

Speaker speaker\_2: When did you start work?

Speaker speaker\_1: It's been less than a week.

Speaker speaker\_2: Uh, tell her you're gonna start on Monday.

Speaker speaker\_1: I started on, uh, Monday.

Speaker speaker\_0: Okay. So we don't have your file yet in the system. If you would like, we'll go ahead and create a file for you if you're willing to provide the personal information.

Speaker speaker\_1: Okay. Do I, uh... Or should I, should I just wait until I'm o- like, started working and everything?

Speaker speaker\_0: Well, we usually receive the files like a week or two after you start working, so.

Speaker speaker\_1: Okay.

Speaker speaker\_0: You could try and give us a call back on Monday.

Speaker speaker\_1: Okay, perfect. Yes, ma'am.

Speaker speaker\_0: If you started last Monday, um, most likely by Monday or Tuesday we should have it in the system.

Speaker speaker\_1: Okay, perfect. Yes, ma'am. I will... I'll, I'll call around then.

Speaker speaker\_2: Yeah.

Speaker speaker\_0: All right. No problem. Anything else-

Speaker speaker\_1: All right. Thank you.