

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Um, hi. I wanted to ask, um... I know that you guys emailed me when I created an account or whatever. I want to ask, um, what is this about? And like, what are the benefits? Oh, uh, we provide healthcare for, um, staffing agency. Um, do you know what staffing agencies? We represent around 25 of them. Um, are you able to see which staffing agency for me? I will need to know the name of the staffing agency and the last four digits of the Social to look you up. Hmm. Okay. Um, just to confirm really quickly, what do you guys do? Health insurance. We enroll- Okay, okay. ... people for... And do you guys... Like, I enroll for it? What was that? I'm sorry. I said, I enrolled for it? So if... Do you receive a text? No, I received an email. Okay, so it depends on what the email says. If you... When you got hired or applied for a temp agency, you might have filed a enrollment form for health benefits and we needed more of your information. Mm-hmm. Or they, um... If that's the case, maybe the form was, was blank, we're missing some of your information if you decide to enroll. Um, that might be the case. But we do represent the staffing agency. On the email that you sent, the name of the staffing agency should, should be there. Let me see. Um, I don't see anything there, but thank you so much. All right. No problem. Anything else That sounds good right now. ... like that? Oh, no, ma'am. We have a good one right now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_1: Um, hi. I wanted to ask, um... I know that you guys emailed me when I created an account or whatever. I want to ask, um, what is this about? And like, what are the benefits?

Speaker speaker_0: Oh, uh, we provide healthcare for, um, staffing agency.

Speaker speaker_1: Um, do you know what staffing agencies?

Speaker speaker_0: We represent around 25 of them.

Speaker speaker_1: Um, are you able to see which staffing agency for me?

Speaker speaker_0: I will need to know the name of the staffing agency and the last four digits of the Social to look you up.

Speaker speaker_1: Hmm. Okay. Um, just to confirm really quickly, what do you guys do?

Speaker speaker_0: Health insurance. We enroll-

Speaker speaker_1: Okay, okay.

Speaker speaker_0: ... people for...

Speaker speaker_1: And do you guys... Like, I enroll for it?

Speaker speaker_0: What was that? I'm sorry.

Speaker speaker_1: I said, I enrolled for it?

Speaker speaker_0: So if... Do you receive a text?

Speaker speaker_1: No, I received an email.

Speaker speaker_0: Okay, so it depends on what the email says. If you... When you got hired or applied for a temp agency, you might have filed a enrollment form for health benefits and we needed more of your information.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Or they, um... If that's the case, maybe the form was, was blank, we're missing some of your information if you decide to enroll. Um, that might be the case. But we do represent the staffing agency. On the email that you sent, the name of the staffing agency should, should be there.

Speaker speaker_1: Let me see. Um, I don't see anything there, but thank you so much.

Speaker speaker_0: All right. No problem. Anything else

Speaker speaker_2: That sounds good right now.

Speaker speaker_0: ... like that?

Speaker speaker_1: Oh, no, ma'am. We have a good one right now.