

Transcript: Pamela

Blanc-6085630890786816-5639633165271040

Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Yes, I can barely hear you. My name is Pamela. How may I help you? Yes, um, uh, I'm trying to figure out how do I use my, uh, 365, uh, benefits? Are you enrolled with us with Benefits in a Card? Say that again? So you are enrolled with us with, through the staffing agency. What's the name of the staffing agency you work for? Uh, Integrity, uh, Trade Service. May I have the last four digits of your Social? 4662. Your first and last name, sir. Henry Sims. Mr. Sims, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, 2036 East Market Street, Apartment 2, New Albany, Indiana, 47150. Date of birth, June 4th, 1966. Thank you for the information. We have a telephone number on file. Uh, 502-563-15... 39. And simsh9772@gmail.com is your email? Yes. All right. And this- Sir, your benefits are not active. Are you currently working for, um, Integrity? Yes, I am with Integrity. Uh, uh, I'm looking for, they, uh, looking for me another assignment. My assignment I was on was temporary. Oh, but right now, um, since you're not actively working, your benefits are not active. And if, if you would like to use it, you will have to make the direct payments for the missing weeks that we didn't receive the pre- the premium. Okay. Right. Okay. Anything else ... that's what you said, sir? And, uh, what was the, the first numbers you gave me? What was that, a phone number? Yes, sir. The one we have on file for you. And wh- what you say that number was again? 502-563-1539. Oh. No, that's... That's the wrong number. That was the, uh, my text, uh, text now number. My number is- Okay. The, the one you're calling from? Yes. All right. Well, it's 930-256-9277. Mm-hmm. I went ahead and updated it. Okay, thank you. All right, thank you for giving us a call. Have a great rest of the day. You too.

Conversation Format

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

Speaker speaker_1: Yes, I can barely hear you.

Speaker speaker_0: My name is Pamela. How may I help you?

Speaker speaker_1: Yes, um, uh, I'm trying to figure out how do I use my, uh, 365, uh, benefits?

Speaker speaker_0: Are you enrolled with us with Benefits in a Card?

Speaker speaker_1: Say that again?

Speaker speaker_0: So you are enrolled with us with, through the staffing agency. What's the name of the staffing agency you work for?

Speaker speaker_1: Uh, Integrity, uh, Trade Service.

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: 4662.

Speaker speaker_0: Your first and last name, sir.

Speaker speaker_1: Henry Sims.

Speaker speaker_0: Mr. Sims, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Uh, 2036 East Market Street, Apartment 2, New Albany, Indiana, 47150. Date of birth, June 4th, 1966.

Speaker speaker_0: Thank you for the information. We have a telephone number on file. Uh, 502-563-15... 39. And simsh9772@gmail.com is your email?

Speaker speaker_1: Yes.

Speaker speaker_0: All right.

Speaker speaker_1: And this-

Speaker speaker_0: Sir, your benefits are not active. Are you currently working for, um, Integrity?

Speaker speaker_1: Yes, I am with Integrity. Uh, uh, I'm looking for, they, uh, looking for me another assignment. My assignment I was on was temporary.

Speaker speaker_0: Oh, but right now, um, since you're not actively working, your benefits are not active. And if, if you would like to use it, you will have to make the direct payments for the missing weeks that we didn't receive the pre- the premium.

Speaker speaker_1: Okay.

Speaker speaker_0: Right.

Speaker speaker_1: Okay.

Speaker speaker_0: Anything else

Speaker speaker_2: ... that's what you said, sir?

Speaker speaker_1: And, uh, what was the, the first numbers you gave me? What was that, a phone number?

Speaker speaker_0: Yes, sir. The one we have on file for you.

Speaker speaker_1: And wh- what you say that number was again?

Speaker speaker_0: 502-563-1539.

Speaker speaker_1: Oh. No, that's... That's the wrong number. That was the, uh, my text, uh, text now number. My number is-

Speaker speaker_0: Okay. The, the one you're calling from?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Well, it's 930-256-9277.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I went ahead and updated it.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: All right, thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too.