

## **Transcript: Pamela**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Unicore. This is Pamela speaking. How may I help you? Uh, yes, I was supposed to call this number for the benefits, I guess, or whatever. I work here for Terra at the Gassing Logistics Center. Okay. So, we are the administrator for the health insurance, um... Oh. Are you currently working for Terra? Yes, I am. I'm on my... I'm getting ready to start my fourth week. Okay. Maybe they, um, letting you know that you could... You have 30 days from your first paycheck to enroll in the health benefits. Uh- Did you enroll already? No. I have not. I, I don't believe I have, I guess. Okay. Would you like to enroll in the benefits? Uh... It's like, um, um, medical, dental, vision. Those type of benefits. Oh, okay. Uh, what's the cost to me? Well, it will depend on what type of, of, um... What plan you choose. They have about six different m- medical plan, plus the options like dental, vision, short-term disability. Um- Yeah. I, I already have insurance, so I don't think I need it. Okay. No problem. If you change your mind- Okay. ... like I said, you still have 30 days from your- Thank you. ... first paycheck to do so. Okay, thank you. Sure. Thank you- Bye-bye. ... for giving us a call. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits Unicore. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Uh, yes, I was supposed to call this number for the benefits, I guess, or whatever. I work here for Terra at the Gassing Logistics Center.

Speaker speaker\_1: Okay. So, we are the administrator for the health insurance, um...

Speaker speaker\_2: Oh.

Speaker speaker\_1: Are you currently working for Terra?

Speaker speaker\_2: Yes, I am. I'm on my... I'm getting ready to start my fourth week.

Speaker speaker\_1: Okay. Maybe they, um, letting you know that you could... You have 30 days from your first paycheck to enroll in the health benefits.

Speaker speaker\_2: Uh-

Speaker speaker\_1: Did you enroll already?

Speaker speaker\_2: No. I have not. I, I don't believe I have, I guess.

Speaker speaker\_1: Okay. Would you like to enroll in the benefits?

Speaker speaker\_2: Uh...

Speaker speaker\_1: It's like, um, um, medical, dental, vision. Those type of benefits.

Speaker speaker\_2: Oh, okay. Uh, what's the cost to me?

Speaker speaker\_1: Well, it will depend on what type of, of, um... What plan you choose. They have about six different m- medical plan, plus the options like dental, vision, short-term disability. Um-

Speaker speaker\_2: Yeah. I, I already have insurance, so I don't think I need it.

Speaker speaker\_1: Okay. No problem. If you change your mind-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... like I said, you still have 30 days from your-

Speaker speaker\_2: Thank you.

Speaker speaker\_1: ... first paycheck to do so.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: Sure. Thank you-

Speaker speaker\_2: Bye-bye.

Speaker speaker\_1: ... for giving us a call. Bye-bye.