

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Pamela speaking, how may I help you? Oh, yes. This is, uh, Shawn H., over here at, uh, Thunderbird. Hello? Can you, can you repeat that, sir? I said, this is uh, Shawn H., Thunderbird. At Thunderbird. Okay. Um... Can you provide me with the last four digits of your Social and the staffing agency's name? Uh, Surge, and eight, four, six, four. Eight, four, six, four. For some reason, um, it's hard for me to hear you. Yeah, probably that TV real loud. Eight, four, six- Yeah, let me... Yeah, eight, four, six, four. All right. And what was the name of the staffing agency? Uh, Surge. All right. And your first and last name, sir? Uh, Shawn H.. Yeah. In... John Hyde? Uh- Yes. All right. Mr. Hyde, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, uh, New Albany, Mississippi 38652. 606 Clay Street. And what was the date of birth? Uh, 9/20/78. Thank you. We have a phone number on 5662-316-1788 and your email is your first name.that your last name24 at gmail.com? At gmail dot... Yeah. All right. Um, okay, so you received a text from Surge? You said what, now? You, did you receive a text? Yeah, yeah. Yeah. Okay. So, it's to let you know that, um, you are eligible to enroll in the health benefits. And, or... Okay, you already declined the benefits. So you still have, um, time to enroll if you would like to. Yeah, I wanna enroll in it. Yeah. Well, uh, do you know- But I... Do I know what? What plan you'd like to enroll? Hey, what, what, what if... Oh, can, oh, so I can enroll with, in it, still? Yeah, you're still on time. You do have until, let's see. 'Cause I was gonna go down to Surge and just do it on a card down there, that way, 'cause I'm at work right now. Okay. You still have until Monday to enroll. Well, I can go before this week got done. Yeah. And then, you could do it online as well. Well, I'd go down there, she said I can come down there to do it. So I, I go there- Okay. ... today's Thursday. I'd probably go down there probably today or tomorrow. No problem. Okay. Is there anything else I could do for you today? All right, thank you. That'll be all. Thank you. Thank you. 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 in a Card, this is Pamela speaking, how may I help you?

Speaker speaker_2: Oh, yes. This is, uh, Shawn H., over here at, uh, Thunderbird. Hello?

Speaker speaker_1: Can you, can you repeat that, sir?

Speaker speaker_2: I said, this is uh, Shawn H., Thunderbird. At Thunderbird.

Speaker speaker_1: Okay. Um... Can you provide me with the last four digits of your Social and the staffing agency's name?

Speaker speaker_2: Uh, Surge, and eight, four, six, four.

Speaker speaker_1: Eight, four, six, four. For some reason, um, it's hard for me to hear you.

Speaker speaker_2: Yeah, probably that TV real loud.

Speaker speaker_1: Eight, four, six-

Speaker speaker_2: Yeah, let me... Yeah, eight, four, six, four.

Speaker speaker_1: All right. And what was the name of the staffing agency?

Speaker speaker_2: Uh, Surge.

Speaker speaker_1: All right. And your first and last name, sir?

Speaker speaker_2: Uh, Shawn H.. Yeah.

Speaker speaker_1: In... John Hyde? Uh-

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Mr. Hyde, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Uh, uh, New Albany, Mississippi 38652. 606 Clay Street.

Speaker speaker_1: And what was the date of birth?

Speaker speaker_2: Uh, 9/20/78.

Speaker speaker_1: Thank you. We have a phone number on 5662-316-1788 and your email is your first name.that your last name24 at gmail.com?

Speaker speaker_2: At gmail dot... Yeah.

Speaker speaker_1: All right. Um, okay, so you received a text from Surge?

Speaker speaker_2: You said what, now?

Speaker speaker_1: You, did you receive a text?

Speaker speaker_2: Yeah, yeah. Yeah.

Speaker speaker_1: Okay. So, it's to let you know that, um, you are eligible to enroll in the health benefits. And, or... Okay, you already declined the benefits. So you still have, um, time to enroll if you would like to.

Speaker speaker_2: Yeah, I wanna enroll in it. Yeah.

Speaker speaker_1: Well, uh, do you know-

Speaker speaker_2: But I... Do I know what?

Speaker speaker_1: What plan you'd like to enroll?

Speaker speaker_2: Hey, what, what, what if... Oh, can, oh, so I can enroll with, in it, still?

Speaker speaker_1: Yeah, you're still on time. You do have until, let's see.

Speaker speaker_2: 'Cause I was gonna go down to Surge and just do it on a card down there, that way, 'cause I'm at work right now.

Speaker speaker_1: Okay. You still have until Monday to enroll.

Speaker speaker_2: Well, I can go before this week got done.

Speaker speaker_1: Yeah. And then, you could do it online as well.

Speaker speaker_2: Well, I'd go down there, she said I can come down there to do it. So I, I go there-

Speaker speaker_1: Okay.

Speaker speaker_2: ... today's Thursday. I'd probably go down there probably today or tomorrow.

Speaker speaker_1: No problem.

Speaker speaker_2: Okay.

Speaker speaker_1: Is there anything else I could do for you today?

Speaker speaker_2: All right, thank you. That'll be all.

Speaker speaker_1: Thank you.

Speaker speaker_2: Thank you. Bye.