

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Good, uh, uh, is it af-- afternoon. How are you? Good, sir. And you? I'm well, thank you. Uh, I was calling to enroll in some of the, well, one of the benefits that was afforded to me from the temporary company. What's the name of the company, sir? The staffing agency? Temp Staff, TMP Staff. Can I have the last four digits of your Social so I can put up your file? 5954. Okay. 5954. And your first and last name? Vaughn Parson. All right, Mr. Parson. For security reasons and just to make sure we are in the correct file, I need to verify your address and date of birth. The 9th of November, '68. 901 Parsons Avenue, Greenwood, Mississippi, uh, 38930. Thank you for the information. We have a phone number of 566-271-4326. That's mine. Mr. Parson. And how may I help you? Okay. So, uh, if I read this correctly, I can get parts of this, I don't have to get the whole bundle. So, I wanna get the vision coverage. Okay. Anything else besides the vision? Uh-uh. Just, like, this is my part-time job, and I... An- an- an- an- and I, I can get, I can have me a couple more pair of glasses, so this is worth it. Okay. So this is just for employee only, right? Yeah, that's me, that's me. All right. So, Mr. Parson, the benefits will start the following Monday after we receive the first premium from your employer, then your ID card will be authorized to generate in the system and will be mailed out to you within seven to 10 days to the address we have on file. Okay? Okay. No problem. No problem. Anything else I can do for you? Uh, I'm good. You did, uh, you were excellent. All right. All right, thank you. Have a great rest of the day, sir. All right. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Good, uh, uh, is it af-- afternoon. How are you?

Speaker speaker_0: Good, sir. And you?

Speaker speaker_1: I'm well, thank you. Uh, I was calling to enroll in some of the, well, one of the benefits that was afforded to me from the temporary company.

Speaker speaker_0: What's the name of the company, sir? The staffing agency?

Speaker speaker_1: Temp Staff, TMP Staff.

Speaker speaker_0: Can I have the last four digits of your Social so I can put up your file?

Speaker speaker_1: 5954.

Speaker speaker_0: Okay. 5954. And your first and last name?

Speaker speaker_1: Vaughn Parson.

Speaker speaker_0: All right, Mr. Parson. For security reasons and just to make sure we are in the correct file, I need to verify your address and date of birth.

Speaker speaker_1: The 9th of November, '68. 901 Parsons Avenue, Greenwood, Mississippi, uh, 38930.

Speaker speaker_0: Thank you for the information. We have a phone number of 566-271-4326.

Speaker speaker_1: That's mine.

Speaker speaker_0: Mr. Parson. And how may I help you?

Speaker speaker_1: Okay. So, uh, if I read this correctly, I can get parts of this, I don't have to get the whole bundle. So, I wanna get the vision coverage.

Speaker speaker_0: Okay. Anything else besides the vision?

Speaker speaker_1: Uh-uh. Just, like, this is my part-time job, and I... An- an- an- an- and I, I can get, I can have me a couple more pair of glasses, so this is worth it.

Speaker speaker_0: Okay. So this is just for employee only, right?

Speaker speaker_1: Yeah, that's me, that's me.

Speaker speaker_0: All right. So, Mr. Parson, the benefits will start the following Monday after we receive the first premium from your employer, then your ID card will be authorized to generate in the system and will be mailed out to you within seven to 10 days to the address we have on file. Okay?

Speaker speaker_1: Okay. No problem.

Speaker speaker_0: No problem. Anything else I can do for you?

Speaker speaker_1: Uh, I'm good. You did, uh, you were excellent.

Speaker speaker_0: All right. All right, thank you. Have a great rest of the day, sir.

Speaker speaker_1: All right. You too.

Speaker speaker_0: Bye-bye.