

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you? Hello. Who am I speaking with? Benefits and a Card. I'm Pamela. A benefits... And a card. Okay. What am I... W- w- what is... I mean, I just got this message from you all, and I'm trying to figure out who y'all re- who y'all affiliated with. We are the administrator for health insurance for different staffing agencies. Okay. You can cancel that. I don't need it. Okay? How am I... I don't n-... I need to know who you work for and pull up your file, sir, in order to do so. No. I don't need any of your benefit. I'm, I'm, I'm working for Surge. Right. So and what's- Yeah. I don't- ... the last four digits of your social? I need to pull up your file in order to help you out, sir. You need my last first s- for, for what? Are you affiliated with Surge? Yes, sir. You could contact them and then give us a call back if you would like to. Yeah. I'd rather talk to them first because I don't know anything about that. No problem. Okay?

Conversation Format

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

Speaker speaker_1: Hello. Who am I speaking with?

Speaker speaker_0: Benefits and a Card. I'm Pamela.

Speaker speaker_1: A benefits...

Speaker speaker_0: And a card.

Speaker speaker_1: Okay. What am I... W- w- what is... I mean, I just got this message from you all, and I'm trying to figure out who y'all re- who y'all affiliated with.

Speaker speaker_0: We are the administrator for health insurance for different staffing agencies.

Speaker speaker_1: Okay. You can cancel that. I don't need it. Okay?

Speaker speaker_0: How am I... I don't n-... I need to know who you work for and pull up your file, sir, in order to do so.

Speaker speaker_1: No. I don't need any of your benefit. I'm, I'm, I'm working for Surge.

Speaker speaker_0: Right. So and what's-

Speaker speaker_1: Yeah. I don't-

Speaker speaker_0: ... the last four digits of your social? I need to pull up your file in order to help you out, sir.

Speaker speaker_1: You need my last first s- for, for what? Are you affiliated with Surge?

Speaker speaker_0: Yes, sir. You could contact them and then give us a call back if you would like to.

Speaker speaker_1: Yeah. I'd rather talk to them first because I don't know anything about that.

Speaker speaker_0: No problem.

Speaker speaker_1: Okay?