

Transcript: Pamela

Blanc-6466640429760512-6168053900689408

Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi. Um, I wanted to, um, uh, cancel, like, the insurance 'cause I s- I have my own insurance and the company that I'm working for, they told me to call this number, um, to cancel so I wouldn't get charged for insurance. Okay. And who do you work for, ma'am? I work for, um, um, Integrity Trade Services. Integrity? Yeah. May I have the last four digits of your Social? Yes. Um, it's 70... give me a second. 70-86. 70-86. Yeah, 70-86. Your first and last name, ma'am? Yuly Gonzalez. When did you start working for Integrity? Um, I barely, I'm barely working today. Like, today, so I'm gonna start working today. Okay. So we haven't received yet your information. We don't have it in the system. We- Okay. ... can create a file if you're willing to provide the personal information. Or you can give us a call back. I would say, if you're working today, uh, starting today, I would say next Monday and we should have your information in the system. So next Monday, wait? I, I can't hear you, ma'am. It's a lot of background. Next Monday to wait? Okay. You could provide me with your personal information if you would like to, and we'll go grade- create a file. Or you could give us a call back on Monday and we should have your information in the system. Okay, perfect. What would you like to do? Ma'am? Hello?

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: Hi. Um, I wanted to, um, uh, cancel, like, the insurance 'cause I s- I have my own insurance and the company that I'm working for, they told me to call this number, um, to cancel so I wouldn't get charged for insurance.

Speaker speaker_0: Okay. And who do you work for, ma'am?

Speaker speaker_1: I work for, um, um, Inte- um, Integrity Trade Services.

Speaker speaker_0: Integrity?

Speaker speaker_1: Yeah.

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

Speaker speaker_1: Yes. Um, it's 70... give me a second. 70-86.

Speaker speaker_0: 70-86.

Speaker speaker_1: Yeah, 70-86.

Speaker speaker_0: Your first and last name, ma'am?

Speaker speaker_1: Yuly Gonzalez.

Speaker speaker_0: When did you start working for Integrity?

Speaker speaker_1: Um, I barely, I'm barely working today. Like, today, so I'm gonna start working today.

Speaker speaker_0: Okay. So we haven't received yet your information. We don't have it in the system. We-

Speaker speaker_1: Okay.

Speaker speaker_0: ... can create a file if you're willing to provide the personal information. Or you can give us a call back. I would say, if you're working today, uh, starting today, I would say next Monday and we should have your information in the system.

Speaker speaker_1: So next Monday, wait?

Speaker speaker_0: I, I can't hear you, ma'am. It's a lot of background.

Speaker speaker_1: Next Monday to wait?

Speaker speaker_0: Okay. You could provide me with your personal information if you would like to, and we'll go grade- create a file. Or you could give us a call back on Monday and we should have your information in the system.

Speaker speaker_1: Okay, perfect.

Speaker speaker_0: What would you like to do? Ma'am?

Speaker speaker_1: Hello?