

Transcript: Pamela

Blanc-6569469817176064-6046501445877760

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... how may I help you? Thank you- Hi, yes, ma'am, um... I was calling to see if I can get a card sent to me in the mail? What's the name of the- Or do I, or do I have to activate it? Huh? Okay. So this is for the health insurance? Yes. Okay, so- How, how would I be able to use it? You just need to make your appointment with the doctor. It will depend... You don't have to activate it. They will run your information in the system to see if... To make sure your benefits are active. Hello? Yes. Um... So how would I get them the information? Okay, so I need to know who do you work for? Time Staffing. Or is it like a actual employer? Time Staffing, you said? Yes. May I have the last 14 years of the social? 6298- Your first and last name. Angelita. And you said Time Staffing?

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: ... how may I help you? Thank you-

Speaker speaker_2: Hi, yes, ma'am, um... I was calling to see if I can get a card sent to me in the mail?

Speaker speaker_1: What's the name of the-

Speaker speaker_2: Or do I, or do I have to activate it? Huh?

Speaker speaker_1: Okay. So this is for the health insurance?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so-

Speaker speaker_2: How, how would I be able to use it?

Speaker speaker_1: You just need to make your appointment with the doctor. It will depend... You don't have to activate it. They will run your information in the system to see if... To make sure your benefits are active. Hello?

Speaker speaker_2: Yes. Um... So how would I get them the information?

Speaker speaker_1: Okay, so I need to know who do you work for?

Speaker speaker_2: Time Staffing. Or is it like a actual employer?

Speaker speaker_1: Time Staffing, you said?

Speaker speaker_2: Yes.

Speaker speaker_1: May I have the last 14 years of the social?

Speaker speaker_2: 6298-

Speaker speaker_1: Your first and last name.

Speaker speaker_2: Angelita.

Speaker speaker_1: And you said Time Staffing?