

## **Transcript: Pamela**

**Blanc-6574268750282752-6502375561150464**

### **Full Transcript**

Thank you for calling Benefits . This is Pamela speaking. How may I help you? Hi. I just got a text message, um, just saying to call this number. I'm not really sure what it's for. We are the administrator for health insurance for staffing agency. Probably letting you know- Who are- ... that you should probably enroll in the health benefits. Uh, no. I already have health insurance. Who do you work for? Um, I did work for VSG through Crown Staffing. Okay, so Crown- Mm-hmm. ... will auto-enroll you if you don't decline their, um, their auto enrollment. Would you like me to decline the auto enrollment for you? For health insurance? Yes. Yeah. One last question. Let me get the last four digits of your Social Security we have on file. 0466. Your first and last name? Brandi Long. When did you start off working for them? Um, two Mondays ago. Seems like we haven't received yet your information. If you would like, we could go ahead and create a file if you're willing to provide the personal information. If not, you could give us a call back, I will say, Thursday or Friday, and we should have the information in the system. Okay. Yeah, I'll just give you a call back. No problem. Anything else I can do for you? No, thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits . This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi. I just got a text message, um, just saying to call this number. I'm not really sure what it's for.

Speaker speaker\_0: We are the administrator for health insurance for staffing agency. Probably letting you know-

Speaker speaker\_1: Who are-

Speaker speaker\_0: ... that you should probably enroll in the health benefits.

Speaker speaker\_1: Uh, no. I already have health insurance.

Speaker speaker\_0: Who do you work for?

Speaker speaker\_1: Um, I did work for VSG through Crown Staffing.

Speaker speaker\_0: Okay, so Crown-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... will auto-enroll you if you don't decline their, um, their auto enrollment. Would you like me to decline the auto enrollment for you?

Speaker speaker\_1: For health insurance?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: One last question. Let me get the last four digits of your Social Security we have on file.

Speaker speaker\_1: 0466.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Brandi Long.

Speaker speaker\_0: When did you start off working for them?

Speaker speaker\_1: Um, two Mondays ago.

Speaker speaker\_0: Seems like we haven't received yet your information. If you would like, we could go ahead and create a file if you're willing to provide the personal information. If not, you could give us a call back, I will say, Thursday or Friday, and we should have the information in the system.

Speaker speaker\_1: Okay. Yeah, I'll just give you a call back.

Speaker speaker\_0: No problem. Anything else I can do for you?

Speaker speaker\_1: No, thank you.