

Transcript: Pamela

Blanc-4529235736444928-5440046231240704

Full Transcript

Thank you for calling this is Pamela speaking, how may I help you? Um, I was just trying to figure out what kids were covered on my account. You want to know what's covered? What kids are on there, what children? Okay. Um, and who do you work for? Surge. May I have the last four digits of your social so I can pull up your file? 2036. 2036. Yes. Your first and last name ma'am? Megan Delauder. Okay, Ms. Delauder for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? 9502 Township Road 36, Scallion, Ohio. And you said date of birth? Yeah. 09/01/88. We have a phone number on file, 567-33-355-3155 and your email- Yes. ... is your last name, first name@email.com. Right. So, we have... Is it five kids? Yes. There is- Sean, Ryan, Thomas and Ariana? Yeah. If those are- Ariana, Sean, Christian, Ryan and Thomas? Yes, ma'am. Okay. All right, thank you. All right, thank you for giving us a call. Have a great rest of your day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling this is Pamela speaking, how may I help you?

Speaker speaker_1: Um, I was just trying to figure out what kids were covered on my account.

Speaker speaker_0: You want to know what's covered?

Speaker speaker_1: What kids are on there, what children?

Speaker speaker_0: Okay. Um, and who do you work for?

Speaker speaker_1: Surge.

Speaker speaker_0: May I have the last four digits of your social so I can pull up your file?

Speaker speaker_1: 2036.

Speaker speaker_0: 2036.

Speaker speaker_1: Yes.

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

Speaker speaker_1: Megan Delauder.

Speaker speaker_0: Okay, Ms. Delauder for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: 9502 Township Road 36, Scallion, Ohio. And you said date of birth?

Speaker speaker_0: Yeah.

Speaker speaker_1: 09/01/88.

Speaker speaker_0: We have a phone number on file, 567-33-355-3155 and your email-

Speaker speaker_1: Yes.

Speaker speaker_0: ... is your last name, first name@email.com.

Speaker speaker_1: Right.

Speaker speaker_0: So, we have...

Speaker speaker_1: Is it five kids?

Speaker speaker_0: Yes.

Speaker speaker_1: There is-

Speaker speaker_0: Sean, Ryan, Thomas and Ariana?

Speaker speaker_1: Yeah.

Speaker speaker_0: If those are-

Speaker speaker_1: Ariana, Sean, Christian, Ryan and Thomas?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. All right, thank you.

Speaker speaker_0: All right, thank you for giving us a call. Have a great rest of your day.

Speaker speaker_1: You too.