

## Transcript: Pamela

**Blanc-4717217099202560-6488638259380224**

### Full Transcript

Thank you for claiming benefits and a card 007. How can I help you? Hello. Yes. Um, I, um, enrolled through the insurance, um, benefits and a card last week, and I currently don't have a phone, so I'm calling just to see what the update is on that. No problem. May I have, uh, the name of the staffing agency you work for? Dougherty Staffing. And the last four digits of the Social? 9789. Your first and last name, sir? Jacob Greenback. All right. Mr., uh, Greenback, 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? My date of birth is 3/1/1995, and my address is 704 37th Street Southwest, Austin, Minnesota, 55912. Thank you for the information. We have a telephone number on file, 507-722-4580 w... Your email is your first last name 00 at email dot com? Correct. Yep. Okay. All right. So your benefits just became effective yesterday. Um- As of yesterday? Yes. You should be- Okay. ... receiving your ID card sometime next week. Um, let me see something here. Okay. Hmm. Give me one second. So yes, your benefits will be... um, you will be receiving your ID card sometime next week. If you need them before you receive them, you could give us a call, I would... I would say Thursday or Friday, and we might have them available for you- Okay. ... and email you copies. All right. Thank you very much. That's all I needed to know. All right. No problem. Anything else I could do for you? Nope. Thank you. Bye. Thank you for giving us a call.

### Conversation Format

Speaker speaker\_0: Thank you for claiming benefits and a card 007. How can I help you?

Speaker speaker\_1: Hello. Yes. Um, I, um, enrolled through the insurance, um, benefits and a card last week, and I currently don't have a phone, so I'm calling just to see what the update is on that.

Speaker speaker\_0: No problem. May I have, uh, the name of the staffing agency you work for?

Speaker speaker\_1: Dougherty Staffing.

Speaker speaker\_0: And the last four digits of the Social?

Speaker speaker\_1: 9789.

Speaker speaker\_0: Your first and last name, sir?

Speaker speaker\_1: Jacob Greenback.

Speaker speaker\_0: All right. Mr., uh, Greenback, 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: My date of birth is 3/1/1995, and my address is 704 37th Street Southwest, Austin, Minnesota, 55912.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file, 507-722-4580 w... Your email is your first last name 00 at email dot com?

Speaker speaker\_1: Correct. Yep.

Speaker speaker\_0: Okay. All right. So your benefits just became effective yesterday. Um-

Speaker speaker\_1: As of yesterday?

Speaker speaker\_0: Yes. You should be-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... receiving your ID card sometime next week. Um, let me see something here. Okay. Hmm. Give me one second. So yes, your benefits will be... um, you will be receiving your ID card sometime next week. If you need them before you receive them, you could give us a call, I would... I would say Thursday or Friday, and we might have them available for you-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... and email you copies.

Speaker speaker\_1: All right. Thank you very much. That's all I needed to know. All right.

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

Speaker speaker\_1: Nope. Thank you. Bye.

Speaker speaker\_0: Thank you for giving us a call.