

Transcript: Pamela

Blanc-4910482911182848-5850619308457984

Full Transcript

Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Yeah, my name is Andre Griffin. Um, I'm calling to put, uh, my wife's and my daughter's social security numbers on my life insurance policy. Hmm, sure. Who do you work for? Um, Mega Force Staffing. What was the name, sir? Uh, Andre Griffin. No, no, the name of the staffing agency. Uh, oh, Mega Force. Okay. May I have the last four digits of your Social Security number? Yes, 1126. And what was the first and last name? My first and last name is Andre Griffin. Mr. Griffin, for security reasons and just to make sure we are in the correct file, can you please verify the complete address and date of birth? Yes. Uh, 600 Glendale Drive, Apartment B3, Greenville, North Carolina, 27834 and 5/20/1992 is my birthday. Thank you. We have a telephone number on file. 23... 252-250-7513? Yes. Okay. Here... All right. Uh... Okay. All right, so this is for the life insurance. We have... Is the Social for Ah-nai-ja, Ah-nie-ja? Shanayziah. Shanayziah. May I have the Social? Yeah. You ready? Mm-hmm. Um, give me one minute. No problem. It is... Can you hear me? Yes. All right. 246. 246. 71. Did you get the 71 part? Yeah, 71. Okay. Uh, 7873. 7873. Now we will need... Liliana? Oh, Liliana? Mm-hmm. Okay. Uh, it is 130. 130. Yeah, 130. Mm-hmm. Uh, 21. 21. 1924. 1924. And then Andrea. Okay. It's 884. 84. No, 884. Yes, 884. Okay. 98. 98. 1953. 1953. All right. So everyone is in. Is there anything else that you need help with, sir? Not that I can... Can you repeat those numbers back to me? Well, just give me one second. Let me go back to this page. So, the first one is 246-71-7873. Mm-hmm. And the second one is 130-21-1928. No, it's 1924. Yes, I'm sorry. 1924. Why would I say that 128? Sorry. And then last one is 884-98-1953. Yep, that's right. That's correct. All right. Anything else I can do for you, sir? No, ma'am, that's it. All right, thank you for giving us a call today, sir. Thank... Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yeah, my name is Andre Griffin. Um, I'm calling to put, uh, my wife's and my daughter's social security numbers on my life insurance policy.

Speaker speaker_0: Hmm, sure. Who do you work for?

Speaker speaker_1: Um, Mega Force Staffing.

Speaker speaker_0: What was the name, sir?

Speaker speaker_1: Uh, Andre Griffin.

Speaker speaker_0: No, no, the name of the staffing agency.

Speaker speaker_1: Uh, oh, Mega Force.

Speaker speaker_0: Okay. May I have the last four digits of your Social Security number?

Speaker speaker_1: Yes, 1126.

Speaker speaker_0: And what was the first and last name?

Speaker speaker_1: My first and last name is Andre Griffin.

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

Speaker speaker_1: Yes. Uh, 600 Glendale Drive, Apartment B3, Greenville, North Carolina, 27834 and 5/20/1992 is my birthday.

Speaker speaker_0: Thank you. We have a telephone number on file. 23... 252-250-7513?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Here... All right. Uh... Okay. All right, so this is for the life insurance. We have... Is the Social for Ah-nai-ja, Ah-nie-ja?

Speaker speaker_1: Shanayziah.

Speaker speaker_0: Shanayziah. May I have the Social?

Speaker speaker_1: Yeah. You ready?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, give me one minute.

Speaker speaker_0: No problem.

Speaker speaker_1: It is... Can you hear me?

Speaker speaker_0: Yes.

Speaker speaker_1: All right. 246.

Speaker speaker_0: 246.

Speaker speaker_1: 71. Did you get the 71 part?

Speaker speaker_0: Yeah, 71.

Speaker speaker_1: Okay. Uh, 7873.

Speaker speaker_0: 7873. Now we will need... Liliana?

Speaker speaker_1: Oh, Liliana?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Uh, it is 130.

Speaker speaker_0: 130.

Speaker speaker_1: Yeah, 130.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, 21.

Speaker speaker_0: 21.

Speaker speaker_1: 1924.

Speaker speaker_0: 1924. And then Andrea.

Speaker speaker_1: Okay. It's 884.

Speaker speaker_0: 84.

Speaker speaker_1: No, 884.

Speaker speaker_0: Yes, 884.

Speaker speaker_1: Okay. 98.

Speaker speaker_0: 98.

Speaker speaker_1: 1953.

Speaker speaker_0: 1953. All right. So everyone is in. Is there anything else that you need help with, sir?

Speaker speaker_1: Not that I can... Can you repeat those numbers back to me?

Speaker speaker_0: Well, just give me one second. Let me go back to this page. So, the first one is 246-71-7873.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And the second one is 130-21-1928.

Speaker speaker_1: No, it's 1924.

Speaker speaker_0: Yes, I'm sorry. 1924. Why would I say that 128? Sorry. And then last one is 884-98-1953.

Speaker speaker_1: Yep, that's right. That's correct.

Speaker speaker_0: All right. Anything else I can do for you, sir?

Speaker speaker_1: No, ma'am, that's it.

Speaker speaker_0: All right, thank you for giving us a call today, sir. Thank... Have a great rest of the day.

Speaker speaker_1: You too.