

Transcript: Pamela

Blanc-4992945457414144-5732475240136704

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center for 00000000. How may I speak with sir? Hello, yes, I'm trying to figure out, um, my card number or case number or whatever. Um, who do you work for, sir? Okay, uh, I work for Cyrus Watson. May I have the last four digits of your social so I can put up your file? 5355. Um, can you repeat that for me, sir? I could barely hear you. 5355. Your first and last name, sir? Trevon Watson. Okay, Trevon, Mr. Watson, 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 for us? Okay. Yes, that would be 502 Henderson Street, Apartment 42, Tupelo, Mississippi, 38804. My, uh, date of birth is 06/09/1993. And what was the apartment number, sir? 42. Okay. Um- 42. ... thank you. We have the telephone number of 585-771-8780 in- Yes, ma'am, 42- ... in- 424-857- 42- Yeah, yes, ma'am, that's right. Can we have your email at fairtrade17@jihoh.com? Oh, no, I need to change that. Okay, and what will be the new email? It will be F-A-I-R-T-R-A-Y13@gmail.com. 13 at gmail? Yes, ma'am, at gmail. It says fairtrade13@gmail.com? Yes, ma'am. All right. If you would like, um, I could send you the ID card to your email. Yes, ma'am. Yes, ma'am, that'd be good. All right, bear with me while I pull up the information. Okay. Thank you. Oh, all right. No problem. See you. Mr. Watson? Yes, ma'am. Thank you for holding. Um, please proceed to the email you got with this. It says your claim in junk mail, and my phone number is 812-456-0040. Oh, I'm sorry, I ain't hear that last part. Um, the email that has come is benefit in a car, info@benefitinacar. Okay, yeah, I got it. All right, and I also sent you the instruction on how to register online for your prescription plan. Okay. All right, is there anything else I can do for you, sir? Uh, no, I, I appreciate it. All right, thank you for giving me a call. Have a great rest of the day.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefit Center for 00000000. How may I speak with sir?

Speaker speaker_2: Hello, yes, I'm trying to figure out, um, my card number or case number or whatever.

Speaker speaker_1: Um, who do you work for, sir?

Speaker speaker_2: Okay, uh, I work for Cyrus Watson.

Speaker speaker_1: May I have the last four digits of your social so I can put up your file?

Speaker speaker_2: 5355.

Speaker speaker_1: Um, can you repeat that for me, sir? I could barely hear you.

Speaker speaker_2: 5355.

Speaker speaker_1: Your first and last name, sir?

Speaker speaker_2: Trevon Watson.

Speaker speaker_1: Okay, Trevon, Mr. Watson, 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 for us?

Speaker speaker_2: Okay. Yes, that would be 502 Henderson Street, Apartment 42, Tupelo, Mississippi, 38804. My, uh, date of birth is 06/09/1993.

Speaker speaker_1: And what was the apartment number, sir? 42. Okay. Um-

Speaker speaker_2: 42.

Speaker speaker_1: ... thank you. We have the telephone number of 585-771-8780 in-

Speaker speaker_2: Yes, ma'am, 42-

Speaker speaker_1: ... in-

Speaker speaker_2: 424-857-

Speaker speaker_1: 42-

Speaker speaker_3: Yeah, yes, ma'am, that's right.

Speaker speaker_1: Can we have your email at fairtrade17@jihoh.com?

Speaker speaker_2: Oh, no, I need to change that.

Speaker speaker_1: Okay, and what will be the new email?

Speaker speaker_2: It will be F-A-I-R-T-R-A-Y13@gmail.com.

Speaker speaker_1: 13 at gmail?

Speaker speaker_2: Yes, ma'am, at gmail.

Speaker speaker_1: It says fairtrade13@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. If you would like, um, I could send you the ID card to your email.

Speaker speaker_2: Yes, ma'am. Yes, ma'am, that'd be good.

Speaker speaker_1: All right, bear with me while I pull up the information.

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you.

Speaker speaker_2: Oh, all right. No problem. See you.

Speaker speaker_1: Mr. Watson?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Thank you for holding. Um, please proceed to the email you got with this. It says your claim in junk mail, and my phone number is 812-456-0040.

Speaker speaker_2: Oh, I'm sorry, I ain't hear that last part.

Speaker speaker_1: Um, the email that has come is benefit in a car, info@benefitinacar.

Speaker speaker_2: Okay, yeah, I got it.

Speaker speaker_1: All right, and I also sent you the instruction on how to register online for your prescription plan.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, is there anything else I can do for you, sir?

Speaker speaker_2: Uh, no, I, I appreciate it.

Speaker speaker_1: All right, thank you for giving me a call. Have a great rest of the day.