

## **Transcript: Pamela**

**Blanc-5002765367033856-6591292139683840**

### **Full Transcript**

Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Yes, I would like to renew my insurance. And who do you work for, sir? MAU. Can I have the last four digits of your Social so I can pull up your file? 4887. Your first and last name? Joseph Cobb. Mr. Cobb, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 1524 Old Albans Bridge 10/19/1996. We have a telephone number on file, 864-772-9326, and your email is americano\_1996@gmail.co- I'm sorry, @cloud.com. Yes. Okay. You want to make changes, or you want to keep it as it is? Keep it as it is. Okay. So you don't have to worry about it. It will roll over as, as the same. Okay. And you'll stay with the same ID card. All right? All right. Anything else I can do for you, sir? Uh, can I get some new insurance cards mailed to me? Sure. Feel free. Okay. All right. Anything else, sir? How long does it usually take to get them, about a week or two? Seven to 10 days. All right. Thank you, ma'am. All right. Thank you for giving us a call. Have a great rest of the day. Okay. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Yes, I would like to renew my insurance.

Speaker speaker\_0: And who do you work for, sir?

Speaker speaker\_1: MAU.

Speaker speaker\_0: Can I have the last four digits of your Social so I can pull up your file?

Speaker speaker\_1: 4887.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Joseph Cobb.

Speaker speaker\_0: Mr. Cobb, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: 1524 Old Albans Bridge 10/19/1996.

Speaker speaker\_0: We have a telephone number on file, 864-772-9326, and your email is americano\_1996@gmail.co- I'm sorry, @cloud.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. You want to make changes, or you want to keep it as it is?

Speaker speaker\_1: Keep it as it is.

Speaker speaker\_0: Okay. So you don't have to worry about it. It will roll over as, as the same.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And you'll stay with the same ID card. All right?

Speaker speaker\_1: All right.

Speaker speaker\_0: Anything else I can do for you, sir?

Speaker speaker\_1: Uh, can I get some new insurance cards mailed to me?

Speaker speaker\_0: Sure. Feel free.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Anything else, sir?

Speaker speaker\_1: How long does it usually take to get them, about a week or two?

Speaker speaker\_0: Seven to 10 days.

Speaker speaker\_1: All right. Thank you, ma'am.

Speaker speaker\_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: Okay. Bye-bye.