**Transcript: Pamela** 

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## **Full Transcript**

Thank you for calling Benefits on a Card. This is Pamela speaking. How may I help you? Uh, good afternoon, ma'am. Uh, I received another text to my cell phone that, to enroll the 30K, but I, I done already in... My Benefits in Card, I done already enrolled. And then they said I missed- Mm-hmm. ... another one of them. Okay, so the messages is just a reminder. You don't have to worry about. Ah, okay. Thank you, ma'am. Thank you. Bye.

## **Conversation Format**

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

Speaker speaker\_1: Uh, good afternoon, ma'am. Uh, I received another text to my cell phone that, to enroll the 30K, but I, I done already in... My Benefits in Card, I done already enrolled. And then they said I missed-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... another one of them.

Speaker speaker\_0: Okay, so the messages is just a reminder. You don't have to worry about.

Speaker speaker\_1: Ah, okay. Thank you, ma'am.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Bye.