

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Yes, this is... Um, my name is Marquis Madison. I was just re- um, returning a phone call saying something about my child. I need to put my, um, I think I need, uh, my child's date of birth. Okay. And, um, may I have the last four digits of the social and the staffing agency you work for so I could pull up your file? Um, it's MAU, it is 7277. 277? Uh, 7277. And your first and last name, sir? Uh, Marquis Madison. Mr. Madison, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth. Um, it's 4 Churchwell Court, Simpsonville, South Carolina, 29680, July 21st, 1980. Thank you. Uh, we have a phone number of 486454- 02049? Um, yes. Okay. Bear with me. Let me check here. All right. Yeah, we need the date of birth, so Ken and Madison. Also- Who? For you, sir- Who? Um, I have here on the... It says Danielle Kim- Danielle Madison? Oh, you need her date of birth? It's, um- Yes. ... August 31st, 2006. Right. So the enrollment, um, is subject to eligibility review that takes 24 to 48 hours, um, for them to let us know if you are eligible to enroll at this time. Right. Okay. Um, okay. Is there anything else I could do for you, sir? Hello? Hello? Sir, can you hear me? Hello?

### **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, this is... Um, my name is Marquis Madison. I was just re- um, returning a phone call saying something about my child. I need to put my, um, I think I need, uh, my child's date of birth.

Speaker speaker\_0: Okay. And, um, may I have the last four digits of the social and the staffing agency you work for so I could pull up your file?

Speaker speaker\_1: Um, it's MAU, it is 7277.

Speaker speaker\_0: 277?

Speaker speaker\_1: Uh, 7277.

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

Speaker speaker\_1: Uh, Marquis Madison.

Speaker speaker\_0: Mr. Madison, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker\_1: Um, it's 4 Churchwell Court, Simpsonville, South Carolina, 29680, July 21st, 1980.

Speaker speaker\_0: Thank you. Uh, we have a phone number of 486454- 02049?

Speaker speaker\_1: Um, yes.

Speaker speaker\_0: Okay. Bear with me. Let me check here. All right. Yeah, we need the date of birth, so Ken and Madison. Also-

Speaker speaker\_1: Who?

Speaker speaker\_0: For you, sir-

Speaker speaker\_1: Who?

Speaker speaker\_0: Um, I have here on the... It says Danielle Kim-

Speaker speaker\_1: Danielle Madison? Oh, you need her date of birth? It's, um-

Speaker speaker\_0: Yes.

Speaker speaker\_1: ... August 31st, 2006.

Speaker speaker\_0: Right. So the enrollment, um, is subject to eligibility review that takes 24 to 48 hours, um, for them to let us know if you are eligible to enroll at this time. Right.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, okay. Is there anything else I could do for you, sir? Hello? Hello? Sir, can you hear me? Hello?