

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits and Accords. This is Pamela speaking. How may I help you? Who? Thank you for calling Benefits and Accords. This is Pamela speaking. How may I help you? Yes, ma'am. So I just called and, um, not too long ago to receive a copy through email of my card and, uh, there was nothing attached to it. Okay. And who do you work for, sir? Uh, MAU. May I have the last four digits of your Social? Um, 8677. Your first and last name? Um, um, Xavier Dennis. Thanks. All right. Hang on a second. Let me find a person to help you with this. Hang on. Sorry. Yes, ma'am. Okay. So we're going to resend it, resend it again. Uh, allow us like a minute or so. Okay. All right. ■

Conversation Format

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

Speaker speaker_1: Who?

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

Speaker speaker_1: Yes, ma'am. So I just called and, um, not too long ago to receive a copy through email of my card and, uh, there was nothing attached to it.

Speaker speaker_0: Okay. And who do you work for, sir?

Speaker speaker_1: Uh, MAU.

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: Um, 8677.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Um, um, Xavier Dennis.

Speaker speaker_0: Thanks. All right. Hang on a second. Let me find a person to help you with this.

Speaker speaker_2: Hang on.

Speaker speaker_0: Sorry.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So we're going to resend it, resend it again. Uh, allow us like a minute or so.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. ■