

## Transcript: Pamela

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### Full Transcript

Thank you for calling Benefits and a Card. This is Pamela speaking. How may, how may I help you? Hi, my name's Lorie Esposito. Um, I was told that my, my Benefits Card was sent to my email. That was... And I haven't seen it. I was wondering if anyone could help me. Have you, have you checked your spam? Yeah. It's not there. And junk mail? Sometimes they go there. Yeah. Yeah, it's not there. Let's see. Okay. May I have the last four digits of your Social? Sure. Just a second. Uh, 623- I couldn't hear you, ma'am. I'm sorry? I w- I was not able to hear the number. Oh, 6183. 6183. 6183. And who do you work for? Americaworks. American? America, like the country. Like our country, and then works, W-R-O-K-S. Okay. Let me see your last name, Esposito. Oh, Esposito. E-S-P-O-S-I-T-O. So echo, sierra, purple, October, sierra, echo, uh, india... Sorry. E, echo, S, sierra, P, purple, O, October, S, sierra, I, india, T, tomorrow, O, October. E-S-P-O-S-I-T-O. Okay. Just she tried to call you to let you know the result then. Yeah, I think you might just need to bear with me. I'm sorry, say again? Let me see what happened. Um, the... She made the phone call to let you know. I can't hear you. To let you know that she, um, emailed it to you. Let me double-check what happened, just bear with me. Okay, sure. Let me reset it. All right. Ms. Esposito? Yes. I just wanna make sure, um, we have the correct email. It's L-O-R-I-E-S-P-O-S-I-T-O, which is your first and last name. Mm-hmm. Number5@gmail.com? Yes. Right. Bear with me on the, on the line, so- Okay. ... whenever we send it while we on the phone. Ma'am? Yes, I'm here. Okay. Can you check your email? Sure. It's coming in from Angel at Benefits in a Card. Okay, one second. Perfect. Yes, I got it. All right, thank you. Thank you so much- Anything else I can do for you, ma'am? No, that's it. Thanks a lot. All right, thank you for giving us a call and have a great rest of your day. Okay.

### Conversation Format

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

Speaker speaker\_1: Hi, my name's Lorie Esposito. Um, I was told that my, my Benefits Card was sent to my email. That was... And I haven't seen it. I was wondering if anyone could help me.

Speaker speaker\_0: Have you, have you checked your spam?

Speaker speaker\_1: Yeah. It's not there.

Speaker speaker\_0: And junk mail? Sometimes they go there.

Speaker speaker\_1: Yeah. Yeah, it's not there.

Speaker speaker\_0: Let's see. Okay. May I have the last four digits of your Social?

Speaker speaker\_1: Sure. Just a second. Uh, 623-

Speaker speaker\_0: I couldn't hear you, ma'am.

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: I w- I was not able to hear the number.

Speaker speaker\_1: Oh, 6183. 6183.

Speaker speaker\_0: 6183. And who do you work for?

Speaker speaker\_1: Americaworks.

Speaker speaker\_0: American?

Speaker speaker\_1: America, like the country. Like our country, and then works, W-R-O-K-S.

Speaker speaker\_0: Okay. Let me see your last name, Esposito.

Speaker speaker\_1: Oh, Esposito. E-S-P-O-S-I-T-O. So echo, sierra, purple, October, sierra, echo, uh, india... Sorry. E, echo, S, sierra, P, purple, O, October, S, sierra, I, india, T, tomorrow, O, October. E-S-P-O-S-I-T-O.

Speaker speaker\_0: Okay. Just she tried to call you to let you know the result then. Yeah, I think you might just need to bear with me.

Speaker speaker\_1: I'm sorry, say again?

Speaker speaker\_0: Let me see what happened. Um, the... She made the phone call to let you know.

Speaker speaker\_1: I can't hear you.

Speaker speaker\_0: To let you know that she, um, emailed it to you. Let me double-check what happened, just bear with me.

Speaker speaker\_1: Okay, sure.

Speaker speaker\_0: Let me reset it. All right. Ms. Esposito?

Speaker speaker\_1: Yes.

Speaker speaker\_0: I just wanna make sure, um, we have the correct email. It's L-O-R-I-E-S-P-O-S-I-T-O, which is your first and last name.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Number5@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Right. Bear with me on the, on the line, so-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... whenever we send it while we on the phone.

Speaker speaker\_2: Ma'am?

Speaker speaker\_3: Yes, I'm here.

Speaker speaker\_2: Okay. Can you check your email?

Speaker speaker\_3: Sure.

Speaker speaker\_2: It's coming in from Angel at Benefits in a Card.

Speaker speaker\_3: Okay, one second. Perfect. Yes, I got it.

Speaker speaker\_2: All right, thank you.

Speaker speaker\_3: Thank you so much-

Speaker speaker\_2: Anything else I can do for you, ma'am?

Speaker speaker\_3: No, that's it. Thanks a lot.

Speaker speaker\_2: All right, thank you for giving us a call and have a great rest of your day.

Speaker speaker\_3: Okay.