

Transcript: Pamela

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Full Transcript

Thank you for calling Better For You Cards, this is Pamela speaking. How may I help you? Hi, I just got off the phone with one of your agents, and then someone just literally called me back. So, I don't know if there's another problem but I'm returning your phone call again. What staffing agency you work for? Focus Group Management. Have the last four digits of your Social Security just to, um, fill up your file. 26- 2688. 6688. And your first and last name? Catherine Cannon. When you said the last four is 6688? 2688. Okay. Sorry about that. No worries. Thank you, Ms. Cannon. Um, let me verify your complete address and date of birth for security reasons when we verify. Mm-hmm. Address is 9531 Nautical Mile Road in Reno, Nevada, 89506. The date of birth is 10/23/77. Thank you for the information. We have a telephone number on file, 775-750-0560, and your email is jcrater- crater69@... Uh-huh. Okay, so she called you back, um, because when she spoke to you earlier, she forgot to ask you for your beneficiary for the... See why you enroll. For the life insurance. For the... Oh, the person? The beneficiary is Jeremy Cannon. J-E-R-E-M-Y Cannon, C-A-N-N-O-N. My husband. Uh, uh, uh, um, can you spell the first name one more time please? J-E- I think I misheard her. Oh, no worries. J-E-R-E-M-Y, last name is Cannon. Your spouse? Yeah. All right. That was, that was it. That's all she wanted to, um, get that information from you. Perfect. Okay. All right. Thank you so much. Okay, have a good day. All right. Mm-hmm, have a great rest of the day now. You too. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Better For You Cards, this is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, I just got off the phone with one of your agents, and then someone just literally called me back. So, I don't know if there's another problem but I'm returning your phone call again.

Speaker speaker_0: What staffing agency you work for?

Speaker speaker_1: Focus Group Management.

Speaker speaker_0: Have the last four digits of your Social Security just to, um, fill up your file.

Speaker speaker_1: 26- 2688.

Speaker speaker_0: 6688. And your first and last name?

Speaker speaker_1: Catherine Cannon.

Speaker speaker_0: When you said the last four is 6688?

Speaker speaker_1: 2688.

Speaker speaker_0: Okay. Sorry about that.

Speaker speaker_1: No worries.

Speaker speaker_0: Thank you, Ms. Cannon. Um, let me verify your complete address and date of birth for security reasons when we verify.

Speaker speaker_1: Mm-hmm. Address is 9531 Nautical Mile Road in Reno, Nevada, 89506. The date of birth is 10/23/77.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 775-750-0560, and your email is jcrater- crater69@...

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Okay, so she called you back, um, because when she spoke to you earlier, she forgot to ask you for your beneficiary for the... See why you enroll. For the life insurance.

Speaker speaker_1: For the... Oh, the person? The beneficiary is Jeremy Cannon. J-E-R-E-M-Y Cannon, C-A-N-N-O-N. My husband.

Speaker speaker_0: Uh, uh, uh, um, can you spell the first name one more time please?

Speaker speaker_1: J-E-

Speaker speaker_0: I think I misheard her.

Speaker speaker_1: Oh, no worries. J-E-R-E-M-Y, last name is Cannon.

Speaker speaker_0: Your spouse?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. That was, that was it. That's all she wanted to, um, get that information from you.

Speaker speaker_1: Perfect. Okay.

Speaker speaker_0: All right.

Speaker speaker_1: Thank you so much. Okay, have a good day.

Speaker speaker_0: All right.

Speaker speaker_1: Mm-hmm, have a great rest of the day now.

Speaker speaker_0: You too. Thank you.

Speaker speaker_1: Bye.