

## **Transcript: Pamela**

**Blanc-5532361116925952-6633756926722048**

### **Full Transcript**

Thank you for calling Benefits Center for Seniors. Pamela speaking, how may I help you? Yes. Are you there? Hello? This is Pamela speaking. How may I help you? Uh, about... Uh, I need to find out if I got insurance and I don't have a card. I do not have a card. I'm sorry. Okay, you don't have a card for your healthcare? No, I do not. No, I do not. No. Okay. And who do you work for? I work for MAU. May I have the last four digits of your Social, sir? 6312. Your first and last name. Kenneth G. Powell. What was that first and last name, sir? Kenneth, K-E-N-N-E-T-H. Powell, P-O-W-E-L-L. Okay. Mr. Powell, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yes, ma'am. 3920 Casarosa Avenue, Martinez, Georgia. 6/18/69. Is 30907 your ZIP code? Yes, ma'am, it is. Okay. Sir, but you're not enrolled in any of the health insurance. Uh, well, I did, uh, enroll for it and I emailed and all the whatever I'm supposed to. That's what I'm trying to find out, make sure I'm really done or not. My job here is- And when, and when do you do this, sir? Ma'am? When did, did you enroll? I should be enrolled last, last month here. 'Cause they told me something I had to pay up, whatever. I was down there- We have not received anything, um, stating that you wanted to enroll. Is, um- Yes, ma'am, I emailed the boss and everything, the people I work for. Well, you will have to contact them because we have not received anything regarding enrollment for you. Okay. All right. Well, I'll try me again. I have their... All right. ... personal number. I'm not getting what I need. Can you- There's nothing I could do at, right now because we don't have anything for you here, sir. Okay. All right? Okay. Thank you. Thank you, sir. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits Center for Seniors. Pamela speaking, how may I help you?

Speaker speaker\_1: Yes. Are you there? Hello?

Speaker speaker\_0: This is Pamela speaking. How may I help you?

Speaker speaker\_1: Uh, about... Uh, I need to find out if I got insurance and I don't have a card. I do not have a card.

Speaker speaker\_0: I'm sorry. Okay, you don't have a card for your healthcare?

Speaker speaker\_1: No, I do not. No, I do not. No.

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

Speaker speaker\_1: I work for MAU.

Speaker speaker\_0: May I have the last four digits of your Social, sir?

Speaker speaker\_1: 6312.

Speaker speaker\_0: Your first and last name.

Speaker speaker\_1: Kenneth G. Powell.

Speaker speaker\_0: What was that first and last name, sir?

Speaker speaker\_1: Kenneth, K-E-N-N-E-T-H. Powell, P-O-W-E-L-L.

Speaker speaker\_0: Okay. Mr. Powell, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: Yes, ma'am. 3920 Casarosa Avenue, Martinez, Georgia. 6/18/69.

Speaker speaker\_0: Is 30907 your ZIP code?

Speaker speaker\_1: Yes, ma'am, it is.

Speaker speaker\_0: Okay. Sir, but you're not enrolled in any of the health insurance.

Speaker speaker\_1: Uh, well, I did, uh, enroll for it and I emailed and all the whatever I'm supposed to. That's what I'm trying to find out, make sure I'm really done or not.

Speaker speaker\_2: My job here is-

Speaker speaker\_0: And when, and when do you do this, sir?

Speaker speaker\_1: Ma'am?

Speaker speaker\_0: When did, did you enroll?

Speaker speaker\_1: I should be enrolled last, last month here. 'Cause they told me something I had to pay up, whatever. I was down there-

Speaker speaker\_0: We have not received anything, um, stating that you wanted to enroll. Is, um-

Speaker speaker\_1: Yes, ma'am, I emailed the boss and everything, the people I work for.

Speaker speaker\_0: Well, you will have to contact them because we have not received anything regarding enrollment for you.

Speaker speaker\_1: Okay. All right. Well, I'll try me again. I have their...

Speaker speaker\_0: All right.

Speaker speaker\_1: ... personal number. I'm not getting what I need. Can you-

Speaker speaker\_0: There's nothing I could do at, right now because we don't have anything for you here, sir.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right?

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: Thank you, sir.

Speaker speaker\_1: Bye-bye.