

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits and Awards. This is Pamela speaking. How may I help you? Yeah. I was calling to see if they got any update on my insurance, if they figured out what was going on for Davey Aaron through Wagner. Yeah. Okay. Mm, oh, yeah, I spoke to you yesterday. Yes. Um, let me get the last four digits of your Social so I can pull up your file, sir. Yeah, 2452. First and last name, sir. Yeah. Davey Aaron, and the address is 531 Mountain Creek Church Road, Lot 284 Alpha, Monroe, Georgia 30656, and the date of birth is 6/21/78. Thank you, Mr. Aaron. Um, the phone number is 268-4989 and no need... aaron41@gmail.com. All right. Yes. So, let's see. So yesterday, it was not showing active because, uh, the file that we received from your employer, it was not updated yet, but today, your benefits are active, sir. All right, cool. Thank you. All right. Anything else I can do for you, sir? Uh, no, ma'am. That's it. Thank you. Have a nice day. You too, sir. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yeah. I was calling to see if they got any update on my insurance, if they figured out what was going on for Davey Aaron through Wagner.

Speaker speaker_0: Yeah. Okay. Mm, oh, yeah, I spoke to you yesterday. Yes. Um, let me get the last four digits of your Social so I can pull up your file, sir.

Speaker speaker_1: Yeah, 2452.

Speaker speaker_0: First and last name, sir.

Speaker speaker_1: Yeah. Davey Aaron, and the address is 531 Mountain Creek Church Road, Lot 284 Alpha, Monroe, Georgia 30656, and the date of birth is 6/21/78.

Speaker speaker_0: Thank you, Mr. Aaron. Um, the phone number is 268-4989 and no need... aaron41@gmail.com. All right.

Speaker speaker_1: Yes.

Speaker speaker_0: So, let's see. So yesterday, it was not showing active because, uh, the file that we received from your employer, it was not updated yet, but today, your benefits are active, sir.

Speaker speaker_1: All right, cool. Thank you.

Speaker speaker_0: All right. Anything else I can do for you, sir?

Speaker speaker_1: Uh, no, ma'am. That's it. Thank you. Have a nice day.

Speaker speaker_0: You too, sir.

Speaker speaker_1: Bye-bye.