

## Transcript: Pamela

**Blanc-5635407628386304-5442651408744448**

### Full Transcript

Thank you for calling Benefits and Accords. This is Pamela speaking. How may I help you? I didn't catch your name. What's your name? Pamela. Pamela. Hi, Pamela. Madeline Hengy. I have to pay my medical this week. I'm not working, so just take my credit card and all that shit. And, um, I work for Creative Circle, so just pull me up and do not call me, "Ma'am," okay? Call me Maddie or call me Miss. All right. Just wanna say this upfront, because I do not like when you guys call me "ma'am." I'm not a fucking ma'am. I live in California and calling somebody ma'am is very offensive. So do not call me ma'am. I'm Maddie to you or I am Miss. Okay? I can call you- Yes, ma'am. ... but do not call me ma'am. Yes, Maddie. Okay, and what's the name of the staffing agency you work for? Creative Circle, as I said before. And the last four digits of your Social? 9923. Your last name? Hengy, H-E-N-G-Y. Okay. Um, Maddie, for security reasons and just to make sure we are in the correct file, can you please verify the complete address and date of birth? 75382 Barraza Suite, Unit G, Carlsbad, California 92009. Birthdate, 22nd of December 1967. Thank you for the information. All right. And we have a phone number of 576-815-6970. Exactly. Your email is maddie.yourlastname@gmail.com. Exactly. All right. And is it your call to make a direct payment? Excuse me? Are you calling to make a direct payment? Yeah, that's why I'm calling. What do you- I didn't- What do you think you're call... Why... What do you think I'm calling? It's the only reason I'm freaking calling to pay my shit every Monday. All right. Um, you don't need to get o- offensive and the bad words. I'm asking because you could call regarding your ID cards or any other reasons. No, I already said at the beginning because I'm calling because of medical. If you did not listen, start listening, okay? I'm very annoyed by this system. I'm calling to pay my medical as I pa- as I patiently said at the beginning of this call, okay? So just listen, take notes, take my credit card and let's get going because I don't wanna be on this call much longer than I have to. Okay? I have shit to do. Are we using the mailing address you have on file as your billing address, ma'am? Absolutely, I already gave you that and I told you a couple of times, "Do not call me ma'am," okay? I'm gonna call you ma'am, if that's what you prefer, but do not call me ma'am. And I appreciate you not calling me ma'am, and I'm gonna say it one more time. It's an insult. In California, it's an insult when you're called ma'am. I'm not a ma'am. I'm a miss. Okay? Put a note in your card or whatever you have to do. I do not wanna be called ma'am. I find that insulting. Okay? Take notes. Go ahead. Hello? I'm doing my part. I can't hear you. I cannot hear you- I'm doing my- ... okay? So when I say something- Well, I'm working on my part. When I say something, just say, "Okay, thank you. I got it." Don't ignore me. I take offense in that, okay? When I... When you ask me a question, I give you an answer, say, "Thank you, I got it." I'm ready for the card whenever you are. But do you understand what I just said? I'm listening. When I give you information, I expect you to say, "Thank you. I got it." Ma'am, I'm ready for the card whenever you are. I'm ready for the- You know what? You know

what? I don't appreciate you. The way you treat me, the way you talk to me, I do not appreciate, I do not like. I'm sorry, Stephanie. Whatever you do, it's not 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: I didn't catch your name. What's your name?

Speaker speaker\_0: Pamela.

Speaker speaker\_1: Pamela. Hi, Pamela. Madeline Hengy. I have to pay my medical this week. I'm not working, so just take my credit card and all that shit. And, um, I work for Creative Circle, so just pull me up and do not call me, "Ma'am," okay? Call me Maddie or call me Miss.

Speaker speaker\_0: All right.

Speaker speaker\_1: Just wanna say this upfront, because I do not like when you guys call me "ma'am." I'm not a fucking ma'am. I live in California and calling somebody ma'am is very offensive. So do not call me ma'am. I'm Maddie to you or I am Miss. Okay? I can call you-

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: ... but do not call me ma'am.

Speaker speaker\_0: Yes, Maddie. Okay, and what's the name of the staffing agency you work for?

Speaker speaker\_1: Creative Circle, as I said before.

Speaker speaker\_0: And the last four digits of your Social?

Speaker speaker\_1: 9923.

Speaker speaker\_0: Your last name?

Speaker speaker\_1: Hengy, H-E-N-G-Y.

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

Speaker speaker\_1: 75382 Barraza Suite, Unit G, Carlsbad, California 92009. Birthdate, 22nd of December 1967.

Speaker speaker\_0: Thank you for the information. All right. And we have a phone number of 576-815-6970.

Speaker speaker\_1: Exactly.

Speaker speaker\_0: Your email is maddie.yourlastname@gmail.com.

Speaker speaker\_1: Exactly.

Speaker speaker\_0: All right. And is it your call to make a direct payment?

Speaker speaker\_1: Excuse me?

Speaker speaker\_0: Are you calling to make a direct payment?

Speaker speaker\_1: Yeah, that's why I'm calling. What do you-

Speaker speaker\_0: I didn't-

Speaker speaker\_1: What do you think you're call... Why... What do you think I'm calling? It's the only reason I'm freaking calling to pay my shit every Monday.

Speaker speaker\_0: All right. Um, you don't need to get o- offensive and the bad words. I'm asking because you could call regarding your ID cards or any other reasons.

Speaker speaker\_1: No, I already said at the beginning because I'm calling because of medical. If you did not listen, start listening, okay? I'm very annoyed by this system. I'm calling to pay my medical as I pa- as I patiently said at the beginning of this call, okay? So just listen, take notes, take my credit card and let's get going because I don't wanna be on this call much longer than I have to. Okay? I have shit to do.

Speaker speaker\_0: Are we using the mailing address you have on file as your billing address, ma'am?

Speaker speaker\_1: Absolutely, I already gave you that and I told you a couple of times, "Do not call me ma'am," okay? I'm gonna call you ma'am, if that's what you prefer, but do not call me ma'am. And I appreciate you not calling me ma'am, and I'm gonna say it one more time. It's an insult. In California, it's an insult when you're called ma'am. I'm not a ma'am. I'm a miss. Okay? Put a note in your card or whatever you have to do. I do not wanna be called ma'am. I find that insulting. Okay? Take notes. Go ahead. Hello?

Speaker speaker\_0: I'm doing my part.

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

Speaker speaker\_0: I'm doing my-

Speaker speaker\_1: ... okay? So when I say something-

Speaker speaker\_0: Well, I'm working on my part.

Speaker speaker\_1: When I say something, just say, "Okay, thank you. I got it." Don't ignore me. I take offense in that, okay? When I... When you ask me a question, I give you an answer, say, "Thank you, I got it."

Speaker speaker\_0: I'm ready for the card whenever you are.

Speaker speaker\_1: But do you understand what I just said?

Speaker speaker\_0: I'm listening.

Speaker speaker\_1: When I give you information, I expect you to say, "Thank you. I got it."

Speaker speaker\_0: Ma'am, I'm ready for the card whenever you are. I'm ready for the-

Speaker speaker\_1: You know what? You know what? I don't appreciate you. The way you treat me, the way you talk to me, I do not appreciate, I do not like. I'm sorry, Stephanie. Whatever you do, it's not right.