

Transcript: Pamela

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Full Transcript

This is Social Security Administration. This is Pamela speaking. How may I help you? Hey. I was calling, my name is Janet Petillo, to see if I can get some benefit card. Okay. Who do you work for, ma'am? MAU Workforce. Hmm. May I have the last four digits of the Social? 3960. First and last name? Janet Petillo. Ms. Petillo, 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? 113 Bartish Walt LaGrange, Georgia 30240, June 2nd, 1972. Thank you for the information. We have a phone number of 5491 and your email is yvettepetillo1@yahoo.com? Yes. What you say the number was? Your telephone number? Is that what you're saying? No, I said your email. It's ev- Yeah, I heard that part. And then number1@yahoo.com. Okay. Okay. Um, do you... Uh, let me see here. Okay. So I'm going to check if your ID cards are available to us because your benefits just became effective. They usually are available 72 hours after the benefits are active. Okay. But I'll give it a try and see if they are. All right? Just bear with me. Ma'am? Yes. Unfortunately, we, um... The ID cards are not available yet. Um, if you could give us a call back Wednesday or Thursday, they should be available then. Okay. All right? All right. Anything else I can do for you? Uh, no. All right. Thank you for giving us a call. Have a wonderful rest of the day. You too.

Conversation Format

Speaker speaker_0: This is Social Security Administration. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hey. I was calling, my name is Janet Petillo, to see if I can get some benefit card.

Speaker speaker_0: Okay. Who do you work for, ma'am?

Speaker speaker_1: MAU Workforce.

Speaker speaker_0: Hmm. May I have the last four digits of the Social?

Speaker speaker_1: 3960.

Speaker speaker_0: First and last name?

Speaker speaker_1: Janet Petillo.

Speaker speaker_0: Ms. Petillo, 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: 113 Bartish Walt LaGrange, Georgia 30240, June 2nd, 1972.

Speaker speaker_0: Thank you for the information. We have a phone number of 5491 and your email is yvettepetillo1@yahoo.com?

Speaker speaker_1: Yes. What you say the number was?

Speaker speaker_0: Your telephone number?

Speaker speaker_1: Is that what you're saying?

Speaker speaker_0: No, I said your email. It's ev-

Speaker speaker_1: Yeah, I heard that part.

Speaker speaker_0: And then number1@yahoo.com.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, do you... Uh, let me see here. Okay. So I'm going to check if your ID cards are available to us because your benefits just became effective. They usually are available 72 hours after the benefits are active.

Speaker speaker_1: Okay.

Speaker speaker_0: But I'll give it a try and see if they are. All right? Just bear with me. Ma'am?

Speaker speaker_1: Yes.

Speaker speaker_0: Unfortunately, we, um... The ID cards are not available yet. Um, if you could give us a call back Wednesday or Thursday, they should be available then.

Speaker speaker_1: Okay.

Speaker speaker_0: All right?

Speaker speaker_1: All right.

Speaker speaker_0: Anything else I can do for you?

Speaker speaker_1: Uh, no.

Speaker speaker_0: All right. Thank you for giving us a call. Have a wonderful rest of the day.

Speaker speaker_1: You too.