

Transcript: Pamela

Blanc-5765997984530432-6629439754780672

Full Transcript

Calling Benefits in a car that is bent. Speaking, how may I help you? Uh, let me try it a little bit. I was trying to see how I can go about, um, getting like, I guess, my insurance card, or, or, I just started working. I was trying to see if I'm still eligible for the baby she told and call this number. And who do you work for? Uh, Focus Workforce. May I have the last four digits of your social? 4725. Your first and last name? Delario, P. Hello? Um, I'm here. I'm trying to find your file. Uh- Can you spell your last name for me? K-E-E. Okay. It's okay 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? 1445 Center Point Drive, Mason, Tennessee, zip code 38049. And my phone, my date of birth is 04061993. I'm having a hard time hearing you. I said 04061993 is my date of birth. Uh, address should be 1445 Center Point Drive, Mason, Tennessee. Is the zip code 38049? Yeah, 38049, yes. Thank you. All right, we have a telephone number on file, 901-799-0343 and your email- Yes. ... is your first name your last name at gmail.com? No, last name then first name. PDelario at gmail.com. All right, so let me put you in a brief hold so I can pull up the information and see if you, um, I have your ID card, um, in the system. So I could email it to you. Here, let's see.

Conversation Format

Speaker speaker_0: Calling Benefits in a car that is bent. Speaking, how may I help you?

Speaker speaker_1: Uh, let me try it a little bit. I was trying to see how I can go about, um, getting like, I guess, my insurance card, or, or, I just started working. I was trying to see if I'm still eligible for the baby she told and call this number.

Speaker speaker_0: And who do you work for?

Speaker speaker_1: Uh, Focus Workforce.

Speaker speaker_0: May I have the last four digits of your social?

Speaker speaker_1: 4725.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Delario, P. Hello?

Speaker speaker_0: Um, I'm here. I'm trying to find your file.

Speaker speaker_1: Uh-

Speaker speaker_0: Can you spell your last name for me?

Speaker speaker_1: K-E-E.

Speaker speaker_0: Okay. It's okay 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: 1445 Center Point Drive, Mason, Tennessee, zip code 38049. And my phone, my date of birth is 04061993.

Speaker speaker_0: I'm having a hard time hearing you.

Speaker speaker_1: I said 04061993 is my date of birth. Uh, address should be 1445 Center Point Drive, Mason, Tennessee.

Speaker speaker_0: Is the zip code 38049?

Speaker speaker_1: Yeah, 38049, yes.

Speaker speaker_0: Thank you. All right, we have a telephone number on file, 901-799-0343 and your email-

Speaker speaker_1: Yes.

Speaker speaker_0: ... is your first name your last name at gmail.com?

Speaker speaker_1: No, last name then first name. PDelario at gmail.com.

Speaker speaker_0: All right, so let me put you in a brief hold so I can pull up the information and see if you, um, I have your ID card, um, in the system. So I could email it to you. Here, let's see.