

## Transcript: Pamela

**Blanc-5838287239856128-5550725757616128**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Uh, I was calling to, um, to call to set up my insurance for Hamilton-Rikers. You're going to set up the insurance, you said, sir? Yes. Okay. May I have the last four digits of the Social so I can pull up your file? 0798. And you said Hamilton-Rikers, right? Right. Your first, uh, and last name is? Jonathan Smith. Jonathan Smith. Mr. Smith, 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? Uh, have to go find the address, but my, uh, date of birth is 12-30-1983. Hold up, let me get this on there. 384 Highway 356, Ryansey, Mississippi 38865. Okay, that's not the address we have on, on file. It's 90-, 905 Hillandale Drive, Tupelo, Mississippi. Oh. Um, oh. Would you like, would you mind, um, giving me the whole Social so we could, um, verify your account and then we can move forward with the address and do the changes? Say that again. Would you pro-... Would you mind providing me the whole Social Security number so that way we can move forward, um, in checking your information and then we could update the address? Because none of the ones you gave me are in the system. Yeah, that's gotta be it and, I mean, if that's not my right address then I don't wanna give out my Social Security number 'cause something's not right. No, I... If- Um, we received a form that it was signed and delivered- Right. ... 3rd of- Ma'am? ... September when you fill out the form. September? Mm-hmm. Yes. And it's Jonathan Wade Smith? Yes. Ma'am? And I have a, uh, email which is your first middle initial, um, Smith, well, Smith is reading with a N, 83@gmail.com. Yes, that's it. Just, I just will need to make sure, you know- Okay. Yeah, okay. ... that we have the whole- Oh, okay. All right, I'm just trying to make sure 'cause- I completely understand. Wh- wh- what... I'm not understanding why my address is not popping up. That's the only part I'm, I'm not sure about. The 117 doesn't sound... You said 117? Mm-hmm, to, to your address. N- No. No, that's not my address. Okay. I believe it was a mistake when it was entered. Mm-hmm. But I just need to make sure I, I'm talking to the r- the right person. All right, it's 400-37-0798. All right. Thank you. So I believe, um, that when it was entered on the form, they entered the number 117 and the name of the city as well there. Uh-huh. So I think that was, um, a, a mistake on the form. So- So is there... 'Cause I, I thought I already had insurance, uh- You do. Like, when I call... I o- I already have it? Yes, you do. You have dental- Okay. ... and medical. Oh, okay. Okay, then. So let's update the address before... Can you tell me the address, the correct address, please? It's, uh, 384 Highway 356, Ryansey, Mississippi. Three six- 38865. Yeah, that was... I, I believe that's what happened. They put the wrong numbers and the name- Hey ma'am, could, could, could I put you on hold for a quick second? Sure. Go ahead. Okay, thank you.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Uh, I was calling to, um, to call to set up my insurance for Hamilton-Rikers.

Speaker speaker\_1: You're going to set up the insurance, you said, sir?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. May I have the last four digits of the Social so I can pull up your file?

Speaker speaker\_2: 0798.

Speaker speaker\_1: And you said Hamilton-Rikers, right?

Speaker speaker\_2: Right.

Speaker speaker\_1: Your first, uh, and last name is?

Speaker speaker\_2: Jonathan Smith.

Speaker speaker\_1: Jonathan Smith. Mr. Smith, 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\_2: Uh, have to go find the address, but my, uh, date of birth is 12-30-1983. Hold up, let me get this on there. 384 Highway 356, Ryansey, Mississippi 38865.

Speaker speaker\_1: Okay, that's not the address we have on, on file.

Speaker speaker\_2: It's 90-, 905 Hillandale Drive, Tupelo, Mississippi.

Speaker speaker\_1: Oh. Um, oh. Would you like, would you mind, um, giving me the whole Social so we could, um, verify your account and then we can move forward with the address and do the changes?

Speaker speaker\_2: Say that again.

Speaker speaker\_1: Would you pro-... Would you mind providing me the whole Social Security number so that way we can move forward, um, in checking your information and then we could update the address? Because none of the ones you gave me are in the system.

Speaker speaker\_2: Yeah, that's gotta be it and, I mean, if that's not my right address then I don't wanna give out my Social Security number 'cause something's not right.

Speaker speaker\_1: No, I...

Speaker speaker\_2: If-

Speaker speaker\_1: Um, we received a form that it was signed and delivered-

Speaker speaker\_2: Right.

Speaker speaker\_1: ... 3rd of-

Speaker speaker\_2: Ma'am?

Speaker speaker\_1: ... September when you fill out the form.

Speaker speaker\_2: September? Mm-hmm.

Speaker speaker\_1: Yes.

Speaker speaker\_2: And it's Jonathan Wade Smith?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Ma'am?

Speaker speaker\_1: And I have a, uh, email which is your first middle initial, um, Smith, well, Smith is reading with a N, 83@gmail.com.

Speaker speaker\_2: Yes, that's it.

Speaker speaker\_1: Just, I just will need to make sure, you know-

Speaker speaker\_2: Okay. Yeah, okay.

Speaker speaker\_1: ... that we have the whole-

Speaker speaker\_2: Oh, okay. All right, I'm just trying to make sure 'cause-

Speaker speaker\_1: I completely understand.

Speaker speaker\_2: Wh- wh- what... I'm not understanding why my address is not popping up. That's the only part I'm, I'm not sure about.

Speaker speaker\_1: The 117 doesn't sound...

Speaker speaker\_2: You said 117?

Speaker speaker\_1: Mm-hmm, to, to your address.

Speaker speaker\_2: N- No. No, that's not my address.

Speaker speaker\_1: Okay. I believe it was a mistake when it was entered.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: But I just need to make sure I, I'm talking to the r- the right person.

Speaker speaker\_2: All right, it's 400-37-0798.

Speaker speaker\_1: All right. Thank you. So I believe, um, that when it was entered on the form, they entered the number 117 and the name of the city as well there.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: So I think that was, um, a, a mistake on the form. So-

Speaker speaker\_2: So is there... 'Cause I, I thought I already had insurance, uh-

Speaker speaker\_1: You do.

Speaker speaker\_2: Like, when I call... I o- I already have it?

Speaker speaker\_1: Yes, you do. You have dental-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... and medical.

Speaker speaker\_2: Oh, okay. Okay, then.

Speaker speaker\_1: So let's update the address before... Can you tell me the address, the correct address, please?

Speaker speaker\_2: It's, uh, 384 Highway 356, Ryansey, Mississippi.

Speaker speaker\_1: Three six-

Speaker speaker\_2: 38865.

Speaker speaker\_1: Yeah, that was... I, I believe that's what happened. They put the wrong numbers and the name-

Speaker speaker\_2: Hey ma'am, could, could, could I put you on hold for a quick second?

Speaker speaker\_1: Sure. Go ahead.

Speaker speaker\_2: Okay, thank you.