

Transcript: Pamela

Blanc-5911199013093376-6377829157519360

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Thank you for letting me enrolling. Is this camera speaking or what is this? I'm enrolling for insurance. Who do you work for? Uh, Wagner. Can I have the last four digits of your Social so I can pull up your file? 8656. 8656? Yes, ma'am. What, what's your n- your first and last name? Ashley Gowers. Thank you. Ms. Gower, for security reasons, to make sure we are in the correct file, can you please verify your complete address and date of birth? Um, it's 225 Hardwick Drive, Covington, Georgia, 30014. Your date of birth? 01/21/'89. You doing beautiful today? Mm-hmm. Then I have the telephone number of 547-0984-5125, and your email is ashgower2007@gmail.com. Yes, ma'am. Thank you, girl. Let's see. And do you know what plan would you like to enroll to? Um, I don't know what they are. Okay. If we would like, I could send you a complete guide of the benefits, so you could read it and go over them. You still have- Yeah, ma'am. ... at least two. Sure. Yeah, fine. Can you send it to me? Of- Of course. Um, the email's coming from info@benefits in a card. Check your spam and junk mail. It might go there. All right. You have 'til the 31st of January to enroll. Okay. Send it right now to my email. If you have questions, the, um, benefit guide, you could give us a call and we could go over with you. Yes, sir. Can you come here for a second? Yeah. All right, thank you. All right, thank you for giving us a call. Have a great rest of the day. You too. Now, this is a photo opportunity here. Now, if you would just look down for me here so I can print your passport and we can get it over to the mail room. And don't act crazy, just smile. Yeah, okay, that's fine. Okay. No, it was. Yeah, now see, somebody said, "Could you please collect \$100 from these?" You know, from the document here. They pay for three payments now. They've done it before. Okay. What would I do with this trash can? Wait. Let me lick your lip. Oh, she's gotta be about there. Mm-hmm. Too bad you ain't got it. I know, but I got \$2 on there. Mm-hmm. I could collect it. I'm so proud of you. Aren't you? Coffee? This one.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello? Thank you for letting me enrolling. Is this camera speaking or what is this?

Speaker speaker_2: I'm enrolling for insurance.

Speaker speaker_1: Who do you work for?

Speaker speaker_2: Uh, Wagner.

Speaker speaker_1: Can I have the last four digits of your Social so I can pull up your file?

Speaker speaker_2: 8656.

Speaker speaker_1: 8656?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: What, what's your n- your first and last name?

Speaker speaker_2: Ashley Gowers.

Speaker speaker_1: Thank you. Ms. Gower, for security reasons, to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Um, it's 225 Hardwick Drive, Covington, Georgia, 30014.

Speaker speaker_1: Your date of birth?

Speaker speaker_2: 01/21/'89.

Speaker speaker_3: You doing beautiful today?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Then I have the telephone number of 547-0984-5125, and your email is ashgower2007@gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_3: Thank you, girl.

Speaker speaker_1: Let's see. And do you know what plan would you like to enroll to?

Speaker speaker_2: Um, I don't know what they are.

Speaker speaker_1: Okay. If we would like, I could send you a complete guide of the benefits, so you could read it and go over them. You still have-

Speaker speaker_2: Yeah, ma'am.

Speaker speaker_1: ... at least two. Sure.

Speaker speaker_2: Yeah, fine. Can you send it to me?

Speaker speaker_1: Of- Of course. Um, the email's coming from info@benefits in a card. Check your spam and junk mail. It might go there.

Speaker speaker_2: All right.

Speaker speaker_1: You have 'til the 31st of January to enroll.

Speaker speaker_2: Okay. Send it right now to my email.

Speaker speaker_1: If you have questions, the, um, benefit guide, you could give us a call and we could go over with you.

Speaker speaker_2: Yes, sir.

Speaker speaker_3: Can you come here for a second?

Speaker speaker_2: Yeah. All right, thank you.

Speaker speaker_1: All right, thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: You too.

Speaker speaker_4: Now, this is a photo opportunity here. Now, if you would just look down for me here so I can print your passport and we can get it over to the mail room. And don't act crazy, just smile. Yeah, okay, that's fine. Okay. No, it was. Yeah, now see, somebody said, "Could you please collect \$100 from these?" You know, from the document here. They pay for three payments now. They've done it before. Okay.

Speaker speaker_5: What would I do with this trash can? Wait. Let me lick your lip.

Speaker speaker_3: Oh, she's gotta be about there.

Speaker speaker_5: Mm-hmm. Too bad you ain't got it.

Speaker speaker_3: I know, but I got \$2 on there.

Speaker speaker_5: Mm-hmm.

Speaker speaker_3: I could collect it.

Speaker speaker_5: I'm so proud of you.

Speaker speaker_3: Aren't you?

Speaker speaker_4: Coffee?

Speaker speaker_3: This one.