

Transcript: Pamela

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Full Transcript

Thank you for- Hi, this is Pamela speaking. How may I help you? Hello. Thank you for calling and- Hi. Can you hear me? Yes. Yes, it is Rebecca speaking. How may I help you, ma'am? Yes, my name is Rebecca. Rebecca Kyubwa. I got a message in my phone which says the congration- congra- congratulations on your job with CGI. CG. It is such, yes, such will be also around in next ten, 10X with in 30 days. Okay, um, are you... Do you want to enroll in the benefit? What comes with it? What comes with the benefit? It's, uh, insurance, health insurance. Oh, no. I got another one. And what's the last four digits of your Social? The message. The last four digits of your Social so I who pulled up your file and canceled the benefits. Oh, it is 6170. 6170? No, 1670. No, sorry, it is 6170. Okay, 6170. And what is your birth last name? Come again? My birthday. Your name- 22nd of October- Ma'am, ma'am, your name. First and last name. My name? Yes, your last name. Last name is Kyubwa. It's Kyubwa, K-U-Y-U-B-W-A. Okay, now, Ms. Rebecca? Yes. Now I need to verify your address and date of birth. Yes. My address, my address is, uh, 5720 in Overland. And what is the city, ZIP code, and state? ZIP code? The ZIP code is, uh, 27616. And where do you live, ma'am? Uh- I'm living in Raleigh, North Carolina, Raleigh. All right. Now, and the date of birth. Is it 22 October 1977. Thank you. We have a phone number on file, 919-633-5630. I'm going to go ahead and cancel that enrollment. Is there anything else that you need help with? No, that was all. Okay. All right, thank you for giving us a call today. Have a great rest of the day. You are welcome.

Conversation Format

Speaker speaker_0: Thank you for-

Speaker speaker_1: Hi, this is Pamela speaking. How may I help you?

Speaker speaker_2: Hello.

Speaker speaker_1: Thank you for calling and-

Speaker speaker_2: Hi.

Speaker speaker_1: Can you hear me?

Speaker speaker_2: Yes. Yes, it is Rebecca speaking.

Speaker speaker_1: How may I help you, ma'am?

Speaker speaker_2: Yes, my name is Rebecca. Rebecca Kyubwa. I got a message in my phone which says the congration- congra- congratulations on your job with CGI. CG. It is such, yes, such will be also around in next ten, 10X with in 30 days.

Speaker speaker_1: Okay, um, are you... Do you want to enroll in the benefit?

Speaker speaker_2: What comes with it? What comes with the benefit?

Speaker speaker_1: It's, uh, insurance, health insurance.

Speaker speaker_2: Oh, no. I got another one.

Speaker speaker_1: And what's the last four digits of your Social?

Speaker speaker_2: The message.

Speaker speaker_1: The last four digits of your Social so I who pulled up your file and canceled the benefits.

Speaker speaker_2: Oh, it is 6170.

Speaker speaker_1: 6170?

Speaker speaker_2: No, 1670. No, sorry, it is 6170.

Speaker speaker_1: Okay, 6170. And what is your birth last name?

Speaker speaker_2: Come again? My birthday.

Speaker speaker_1: Your name-

Speaker speaker_2: 22nd of October-

Speaker speaker_1: Ma'am, ma'am, your name. First and last name.

Speaker speaker_2: My name?

Speaker speaker_1: Yes, your last name.

Speaker speaker_2: Last name is Kyubwa. It's Kyubwa, K-U-Y-U-B-W-A.

Speaker speaker_1: Okay, now, Ms. Rebecca?

Speaker speaker_2: Yes.

Speaker speaker_1: Now I need to verify your address and date of birth.

Speaker speaker_2: Yes. My address, my address is, uh, 5720 in Overland.

Speaker speaker_1: And what is the city, ZIP code, and state?

Speaker speaker_2: ZIP code? The ZIP code is, uh, 27616.

Speaker speaker_1: And where do you live, ma'am? Uh-

Speaker speaker_2: I'm living in Raleigh, North Carolina, Raleigh.

Speaker speaker_1: All right. Now, and the date of birth.

Speaker speaker_2: Is it 22 October 1977.

Speaker speaker_1: Thank you. We have a phone number on file, 919-633-5630. I'm going to go ahead and cancel that enrollment. Is there anything else that you need help with?

Speaker speaker_2: No, that was all.

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

Speaker speaker_2: You are welcome.