

## **Transcript: Pamela**

**Blanc-5949088197296128-5349324669894656**

### **Full Transcript**

Thank you for calling Benefits 10-05. This is Pamela speaking. How may I help you? Hi, my name is Alex. I'm calling from the medical provider office and I'm looking for the claim status. So can I help you with that? You're looking for? Claim status. Do you have the policy number? Uh, uh, yes, I have the policy number. Um, can you provide me with the number so I can transfer you to the correct department? Uh, D Delta, number four, five, four, zero, zero, eight, nine, six. Okay. Bear with me. Okay.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10-05. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi, my name is Alex. I'm calling from the medical provider office and I'm looking for the claim status. So can I help you with that?

Speaker speaker\_0: You're looking for?

Speaker speaker\_1: Claim status.

Speaker speaker\_0: Do you have the policy number?

Speaker speaker\_1: Uh, uh, yes, I have the policy number.

Speaker speaker\_0: Um, can you provide me with the number so I can transfer you to the correct department?

Speaker speaker\_1: Uh, D Delta, number four, five, four, zero, zero, eight, nine, six.

Speaker speaker\_0: Okay. Bear with me.

Speaker speaker\_1: Okay.