

## **Transcript: Pamela**

**Blanc-6022791779106816-6090246924845056**

### **Full Transcript**

Thank you for calling Benefits 10-4. This is Pamela speaking. How may I help you? Hello. I need to add my kids to the insurance. I have myself on the insurance. I just needed to go ahead and add my kids before it's time is over. Okay. You said that you want... I, I'm sorry. I couldn't hear you well. I need to add my children to my insurance. Okay. And who do you work for, ma'am? MAU. And have the last four digits of the Social. 9898. Your first and last name? Danielle Harper. One moment. Danielle Harper. MAU. Ms. Harper, for security reasons, let's make sure, make sure we are in the correct file. Can you please verify the complete address and date of birth? Yes. My date of birth is 10-3-89 and my address is 20 Private Road, 35605 in Tyler Lee, Texas 75473. All right. We have a phone number of 540-5683 . A new email is blackburndanielle@gmail.com. Yes. Okay. So, I see here that we have your dependents. Let me make sure we have the correct information. We have Nicholas as a spouse, Georgia and Carlee? Yes. Okay. So, we have their Social and their date of birth. Is there someone else that you want to add? No. Okay. Anything else I could do for you, ma'am? No, that's it. All right. Thank you for giving us a call. Have a great rest of the day. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10-4. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hello. I need to add my kids to the insurance. I have myself on the insurance. I just needed to go ahead and add my kids before it's time is over.

Speaker speaker\_0: Okay. You said that you want... I, I'm sorry. I couldn't hear you well.

Speaker speaker\_1: I need to add my children to my insurance.

Speaker speaker\_0: Okay. And who do you work for, ma'am?

Speaker speaker\_1: MAU.

Speaker speaker\_0: And have the last four digits of the Social.

Speaker speaker\_1: 9898.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Danielle Harper.

Speaker speaker\_0: One moment. Danielle Harper. MAU. Ms. Harper, for security reasons, let's make sure, make sure we are in the correct file. Can you please verify the complete address and date of birth?

Speaker speaker\_1: Yes. My date of birth is 10-3-89 and my address is 20 Private Road, 35605 in Tyler Lee, Texas 75473.

Speaker speaker\_0: All right. We have a phone number of 540-5683 . A new email is blackburndanielle@gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So, I see here that we have your dependents. Let me make sure we have the correct information. We have Nicholas as a spouse, Georgia and Carlee?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So, we have their Social and their date of birth. Is there someone else that you want to add?

Speaker speaker\_1: No.

Speaker speaker\_0: Okay. Anything else I could do for you, ma'am?

Speaker speaker\_1: No, that's it.

Speaker speaker\_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: Thank you. Bye-bye.