

Transcript: Pamela

Blanc-6107273839296512-5683020740476928

Full Transcript

Thank you for choosing self-service banking. How may I be help today? Yeah, my name is Cecil Jackson. I allowed my, my, uh, card. That's why I was calling y'all. Okay. I'm trying to... I, I can barely hear you sir. Who? Allow my, my card, my Surgeon Card. Okay. So you need your ID card? Yes, ma'am. For your medical? Yeah. Your reporting officer. The... Yes, yes, ma'am. That for medical and dental, right? Yes, okay. And who do you work for? For, uh, Harvest Select. I cannot hear you, sir. Harvest Select. That's the name of a staffing agency? No. No, the staffing agency is called Surge. Surge, okay. May I have the last four digits of your Social so I can pull up a file? Need the last four digits of my card number? The last four digits of your Social. Oh, 2343. 2343. All right. Your first and last name? Cecil, last name Jackson. Okay, Mr. Jackson, can you please verify your complete address and date of birth? September the 6th, 1968. My address is 330 Kings, K-I-N-G-S-L-E-Y Drive. Is there an apartment number on this address, sir? I know the, uh, card. This the card number. It was one... It was 1360 11th, 57, 70- 75- Hello? ... 56. Yes. Okay. Sir- You hear me? ... we have a phone number on file 324-412-8608 and your email is your first name, your last name, 29... I, I got that number. ... to our email. I got that.

Conversation Format

Speaker speaker_0: Thank you for choosing self-service banking. How may I be help today?

Speaker speaker_1: Yeah, my name is Cecil Jackson. I allowed my, my, uh, card. That's why I was calling y'all.

Speaker speaker_0: Okay. I'm trying to... I, I can barely hear you sir. Who?

Speaker speaker_1: Allow my, my card, my Surgeon Card.

Speaker speaker_0: Okay. So you need your ID card?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: For your medical?

Speaker speaker_1: Yeah.

Speaker speaker_0: Your reporting officer.

Speaker speaker_1: The... Yes, yes, ma'am. That for medical and dental, right?

Speaker speaker_0: Yes, okay. And who do you work for?

Speaker speaker_1: For, uh, Harvest Select.

Speaker speaker_0: I cannot hear you, sir.

Speaker speaker_1: Harvest Select.

Speaker speaker_0: That's the name of a staffing agency?

Speaker speaker_1: No. No, the staffing agency is called Surge.

Speaker speaker_0: Surge, okay. May I have the last four digits of your Social so I can pull up a file?

Speaker speaker_1: Need the last four digits of my card number?

Speaker speaker_0: The last four digits of your Social.

Speaker speaker_1: Oh, 2343. 2343.

Speaker speaker_0: All right. Your first and last name?

Speaker speaker_1: Cecil, last name Jackson.

Speaker speaker_0: Okay, Mr. Jackson, can you please verify your complete address and date of birth?

Speaker speaker_1: September the 6th, 1968. My address is 330 Kings, K-I-N-G-S-L-E-Y Drive.

Speaker speaker_0: Is there an apartment number on this address, sir?

Speaker speaker_1: I know the, uh, card. This the card number. It was one... It was 1360 11th, 57, 70- 75-

Speaker speaker_0: Hello?

Speaker speaker_1: ... 56. Yes.

Speaker speaker_0: Okay. Sir-

Speaker speaker_1: You hear me?

Speaker speaker_0: ... we have a phone number on file 324-412-8608 and your email is your first name, your last name, 29...

Speaker speaker_1: I, I got that number.

Speaker speaker_0: ... to our email.

Speaker speaker_1: I got that.