

## **Transcript: Pamela**

**Blanc-6361164872728576-6086187644665856**

### **Full Transcript**

Thank you for calling Benefits 10 o'clock. This is Emily speaking. How may I help you, sir? Hello. Can you speak up? I can't hear you. Thank you for calling Benefits 10 o'clock. How may I help you, sir? Yeah. I'm just having a hard time hearing you. My name is Middleton Williams. I was calling, uh, I was calling for enrollment. I could barely hear you as well, sir. But you sound really far. Yeah. What? Yeah. My name is Middleton Williams. I'm calling for enrollment. Who do you work for, sir? MAU. May I have the last four digits of the Social? 1014. Yeah, one second. And you say your name is Middleton Williams, right? Yes, correct. Okay. Mr. Williams, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 67 Birth online, Taylor, South Carolina, August 19th, 1990. What's the ZIP code in your area, sir? 29687. Thank you for the information. We have a telephone number on file, 864-359-9973. Yes. And e-mail is your last name, first name, 175@gmail.com? Yes. And what would you like to do, sir? I want to keep my stuff the same. You want to keep it as it is? Yes. Okay, no problem. Is there anything else that you need help with, sir? No. I was calling to let y'all know. All right. Thank you for the, for calling us today. Have a great rest of the day. All right. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10 o'clock. This is Emily speaking. How may I help you, sir?

Speaker speaker\_1: Hello. Can you speak up? I can't hear you.

Speaker speaker\_0: Thank you for calling Benefits 10 o'clock. How may I help you, sir?

Speaker speaker\_1: Yeah. I'm just having a hard time hearing you. My name is Middleton Williams. I was calling, uh, I was calling for enrollment.

Speaker speaker\_0: I could barely hear you as well, sir. But you sound really far.

Speaker speaker\_1: Yeah. What? Yeah. My name is Middleton Williams. I'm calling for enrollment.

Speaker speaker\_0: Who do you work for, sir?

Speaker speaker\_1: MAU.

Speaker speaker\_0: May I have the last four digits of the Social?

Speaker speaker\_1: 1014.

Speaker speaker\_0: Yeah, one second. And you say your name is Middleton Williams, right?

Speaker speaker\_1: Yes, correct.

Speaker speaker\_0: Okay. Mr. Williams, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: 67 Birth online, Taylor, South Carolina, August 19th, 1990.

Speaker speaker\_0: What's the ZIP code in your area, sir?

Speaker speaker\_1: 29687.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file, 864-359-9973.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And e-mail is your last name, first name, 175@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And what would you like to do, sir?

Speaker speaker\_1: I want to keep my stuff the same.

Speaker speaker\_0: You want to keep it as it is?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, no problem. Is there anything else that you need help with, sir?

Speaker speaker\_1: No. I was calling to let y'all know.

Speaker speaker\_0: All right. Thank you for the, for calling us today. Have a great rest of the day.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: Bye-bye.