

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Yeah, I'm calling to... I guess my employer told me to call this number to opt out of the medical insurance. Okay. And who do you work for, sir? Serge. May I have the last four digits of your Social? What is it? The last four digits of your Social. 9546. 9546- Casper, quit. Hmm. Your first and last name, sir? Cody Kilgore. Mr. Kilgore, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. You mean my... What was it, the first... The address? The address, yes, and your date of birth. It's, uh, 719 Orange Street. Yeah. And my full name is Cody Kilgore. And, and where are you located, sir? I need the complete address. Ashland, Ohio 44805. Okay. Can, um, can you tell me the date of birth at your hearing? 4/6/'84. Thank you for the information. We have a telephone number, 5419-606-6679. And we have the email, your first last name 40@gmail.com. What's that now? I'm going to go ahead and have to... Excuse me? Yeah, you're good. No, you're good. Okay. Um, I'm going to go ahead and have you out. Is there anything else I can do for you, sir? Nope, that's it. All right. Thank you for calling Benefits in a Car. Have a great rest of the day. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Yeah, I'm calling to... I guess my employer told me to call this number to opt out of the medical insurance.

Speaker speaker\_0: Okay. And who do you work for, sir?

Speaker speaker\_1: Serge.

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

Speaker speaker\_1: What is it?

Speaker speaker\_0: The last four digits of your Social.

Speaker speaker\_1: 9546.

Speaker speaker\_0: 9546-

Speaker speaker\_1: Casper, quit. Hmm.

Speaker speaker\_0: Your first and last name, sir?

Speaker speaker\_1: Cody Kilgore.

Speaker speaker\_0: Mr. Kilgore, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_1: You mean my... What was it, the first... The address?

Speaker speaker\_0: The address, yes, and your date of birth.

Speaker speaker\_1: It's, uh, 719 Orange Street. Yeah. And my full name is Cody Kilgore.

Speaker speaker\_0: And, and where are you located, sir? I need the complete address.

Speaker speaker\_1: Ashland, Ohio 44805.

Speaker speaker\_0: Okay. Can, um, can you tell me the date of birth at your hearing?

Speaker speaker\_1: 4/6/'84.

Speaker speaker\_0: Thank you for the information. We have a telephone number, 5419-606-6679. And we have the email, your first last name 40@gmail.com.

Speaker speaker\_1: What's that now?

Speaker speaker\_0: I'm going to go ahead and have to... Excuse me?

Speaker speaker\_1: Yeah, you're good. No, you're good.

Speaker speaker\_0: Okay. Um, I'm going to go ahead and have you out. Is there anything else I can do for you, sir?

Speaker speaker\_1: Nope, that's it.

Speaker speaker\_0: All right. Thank you for calling Benefits in a Car. Have a great rest of the day.

Speaker speaker\_1: You too.