

## **Transcript: Pamela**

**Blanc-6645142283665408-6739686375342080**

### **Full Transcript**

Hello, this is Pamela speaking. How may I help you? Hi. Um, I'm just trying to figure out what's going on with my wife. Just called or tried to use, um, our benefits and set an appointment, uh, for 1:00 PM for a tele doctor visit, and no one has called her, and she set the appointment at 1:00 PM. So, she called here to try to get, um- No, she called, she, we, she's one of my dependents on my benefits and she called- Okay. ... the, the, the, mm-hmm. Okay, but she wants, what is it that you need for her? She, through the website, through our, for our benefits, she's tried to set up a, a tele visit. Um, that's the benefits we pay for. Okay. Um, she scheduled for an appointment for 1:00 PM and no one has called her. Okay, uh, let me get the last four digits of your social so I can pull up the account. 0555. And what was the name of the staffing agency? Partners Personnel. First and last name, sir. My name's Eric Nestor. Mr. Nestor, for our security D, just to make sure we are in the correct file, can you please verify your complete address and date of birth? August 3rd, 1987, um, 704 19th Street Northwest, Canton, Ohio, 44709. All right. Thank you for the information. Okay. We have a phone number on file, 614-464-7161 and your email's ericnestor@gmail.com. Correct. So, she's 11, but let's just find the account. Let me put you in a brief hold, uh- Uh-huh. ... so I can find the information why no one has called her. Thank you. Stay with me. Okay. Hello? Okay, sir. Thank you for holding. Let me transfer you to the correct department. Bear with me. Okay. Is there... Can you verify their

### **Conversation Format**

Speaker speaker\_0: Hello, this is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi. Um, I'm just trying to figure out what's going on with my wife. Just called or tried to use, um, our benefits and set an appointment, uh, for 1:00 PM for a tele doctor visit, and no one has called her, and she set the appointment at 1:00 PM.

Speaker speaker\_0: So, she called here to try to get, um-

Speaker speaker\_1: No, she called, she, we, she's one of my dependents on my benefits and she called-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... the, the, the, mm-hmm.

Speaker speaker\_0: Okay, but she wants, what is it that you need for her?

Speaker speaker\_1: She, through the website, through our, for our benefits, she's tried to set up a, a tele visit. Um, that's the benefits we pay for.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Um, she scheduled for an appointment for 1:00 PM and no one has called her.

Speaker speaker\_0: Okay, uh, let me get the last four digits of your social so I can pull up the account.

Speaker speaker\_1: 0555.

Speaker speaker\_0: And what was the name of the staffing agency?

Speaker speaker\_1: Partners Personnel.

Speaker speaker\_0: First and last name, sir.

Speaker speaker\_1: My name's Eric Nestor.

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

Speaker speaker\_1: August 3rd, 1987, um, 704 19th Street Northwest, Canton, Ohio, 44709.

Speaker speaker\_0: All right. Thank you for the information.

Speaker speaker\_1: Okay.

Speaker speaker\_0: We have a phone number on file, 614-464-7161 and your email's ericnestor@gmail.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: So, she's 11, but let's just find the account. Let me put you in a brief hold, uh-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... so I can find the information why no one has called her.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Stay with me. Okay.

Speaker speaker\_2: Hello?

Speaker speaker\_0: Okay, sir. Thank you for holding. Let me transfer you to the correct department. Bear with me.

Speaker speaker\_1: Okay.

Speaker speaker\_3: Is there... Can you verify their