

## **Transcript: Pamela**

**Blanc-6678345050144768-5475242837721088**

### **Full Transcript**

Thank you for calling Benefits 10-0-5. This is Pamela speaking. How may I help you? Yes, ma'am. I was calling, um, for my husband. He wanted to call and, um, ed- do a family p- plan on his insurance. He wants to change plan? Uh-huh. Is he with you? No, he's at work n- right now. Yeah, in that case, we're gonna need to speak with him. Um, we're here from 8:00 AM to 8:00 PM Eastern Time on this through Friday. Um, he will need to call to make changes in his account. Okay. All right. All right. No problem at all. Thank you. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10-0-5. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Yes, ma'am. I was calling, um, for my husband. He wanted to call and, um, ed- do a family p- plan on his insurance.

Speaker speaker\_0: He wants to change plan?

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: Is he with you?

Speaker speaker\_1: No, he's at work n- right now.

Speaker speaker\_0: Yeah, in that case, we're gonna need to speak with him. Um, we're here from 8:00 AM to 8:00 PM Eastern Time on this through Friday. Um, he will need to call to make changes in his account.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_0: All right. No problem at all. Thank you.

Speaker speaker\_1: Thank you.