

## **Transcript: Pamela**

**Blanc-6751025922785280-4961712314728448**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center 4. This is speaking. How may I help you? Yes. Uh, my name's Lawrence Green. I'm currently a, uh, COBRA insurance member. Uh, I wanted to update my email address with you guys. Sure. In other words, I want to change it. No problem. And who do you say you work for, m- sir? M- MAU. Okay. The last three digits of your Social? 8517. And your first and last name, sir? Uh, Lawrence Green. Mr. Green, for security reasons, just to make sure we are in the correct file, I need to- Mm-hmm. ... verify your complete address and date of birth. You need to what again? To verify your complete address and date of birth. Oh, okay. Uh, well, I- right now I have a PO Box 83, Pickens, South Carolina. Uh, date of birth is 5/21/60. And the telephone number we have on file is 27- This- I mean, sir, 741-1484. Yeah, that's correct. And what is your new email, sir? It's lgreens980@icloud.com. We do have that email here. Okay. Uh, I just gave it to, um, Laura that handles the, uh, COBRA, but she told me to call you guys and make sure you had it also. So maybe it got updated in the whole system, I guess. Uh- If you have any other e- if you have any other emails in there, as far as, uh, for, for my name, lkglic email, that's not gonna be used anymore. Okay, so let me remove it from- Do you have two emails in there? Yes. I have the, uh, the, um, lgreens980@icloud, and then I- Okay, that's it. ... g- Is that the only one you have? Yes. Okay, so the other one- So- ... the I- okay, my, my old one is out of there, I guess. It's been updated and removed. All right, then, okay. Is there anything else that you need help with, sir? No, no. I just wanted to make sure you had a current email address, and not to use the old one. No problem. Thank you for - Okay, great. ... your help, sir. Have a good rest of the day. Okay, thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits Center 4. This is speaking. How may I help you?

Speaker speaker\_2: Yes. Uh, my name's Lawrence Green. I'm currently a, uh, COBRA insurance member. Uh, I wanted to update my email address with you guys.

Speaker speaker\_1: Sure.

Speaker speaker\_2: In other words, I want to change it.

Speaker speaker\_1: No problem. And who do you say you work for, m- sir?

Speaker speaker\_2: M- MAU.

Speaker speaker\_1: Okay. The last three digits of your Social?

Speaker speaker\_2: 8517.

Speaker speaker\_1: And your first and last name, sir?

Speaker speaker\_2: Uh, Lawrence Green.

Speaker speaker\_1: Mr. Green, for security reasons, just to make sure we are in the correct file, I need to-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... verify your complete address and date of birth.

Speaker speaker\_2: You need to what again?

Speaker speaker\_1: To verify your complete address and date of birth.

Speaker speaker\_2: Oh, okay. Uh, well, I- right now I have a PO Box 83, Pickens, South Carolina. Uh, date of birth is 5/21/60.

Speaker speaker\_1: And the telephone number we have on file is 27-

Speaker speaker\_2: This-

Speaker speaker\_1: I mean, sir, 741-1484.

Speaker speaker\_2: Yeah, that's correct.

Speaker speaker\_1: And what is your new email, sir?

Speaker speaker\_2: It's lgreens980@icloud.com.

Speaker speaker\_1: We do have that email here.

Speaker speaker\_2: Okay. Uh, I just gave it to, um, Laura that handles the, uh, COBRA, but she told me to call you guys and make sure you had it also. So maybe it got updated in the whole system, I guess.

Speaker speaker\_1: Uh-

Speaker speaker\_2: If you have any other e- if you have any other emails in there, as far as, uh, for, for my name, lkglic email, that's not gonna be used anymore.

Speaker speaker\_1: Okay, so let me remove it from-

Speaker speaker\_2: Do you have two emails in there?

Speaker speaker\_1: Yes. I have the, uh, the, um, lgreens980@icloud, and then I-

Speaker speaker\_2: Okay, that's it.

Speaker speaker\_1: ... g-

Speaker speaker\_2: Is that the only one you have?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay, so the other one-

Speaker speaker\_1: So-

Speaker speaker\_2: ... the I- okay, my, my old one is out of there, I guess. It's been updated and removed.

Speaker speaker\_1: All right, then, okay. Is there anything else that you need help with, sir?

Speaker speaker\_2: No, no. I just wanted to make sure you had a current email address, and not to use the old one.

Speaker speaker\_1: No problem. Thank you for -

Speaker speaker\_2: Okay, great.

Speaker speaker\_1: ... your help, sir. Have a good rest of the day.

Speaker speaker\_2: Okay, thank you. Bye-bye.