

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? My name is Jamie Rudolph, uh, I work for, uh, Surge Staffing and I need, um, some, I need medical insurance. What do you need? Medical, medical insur- insurance, health insurance. Okay, I could barely hear you, sir. Um, can you hear me now? Yes, we can, but... A little better. I need medical insurance. Okay, so may I have the last three digits of your Social? 9199. All right. Let me see. 919- 9199. And your first and last name? Jamie Rudolph. Rudolph. When did you start working for them? Uh, Monday. Okay. So, we don't have your information yet 'cause it take about a week or so for them to send us the information. We could go ahead and create a file if you know what plan would you like to enroll to. Yes. Okay. Bear with me. May I have your whole Social Security number, sir? 423-15-9199. Okay. 111... Let's see. And can you spell your first name for me, please? J-A-M-M-Y. Last name? R-U-D-O-L-P-H. And your date of birth, sir? October the 20th, 1972. 1972 you said, sir? Yes, ma'am. All right. Give me one second. The system's a little slow. Okay. Now, um, I'm gonna need the mailing address.

### **Conversation Format**

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

Speaker speaker\_1: My name is Jamie Rudolph, uh, I work for, uh, Surge Staffing and I need, um, some, I need medical insurance.

Speaker speaker\_0: What do you need?

Speaker speaker\_1: Medical, medical insur- insurance, health insurance.

Speaker speaker\_0: Okay, I could barely hear you, sir.

Speaker speaker\_1: Um, can you hear me now?

Speaker speaker\_0: Yes, we can, but... A little better.

Speaker speaker\_1: I need medical insurance.

Speaker speaker\_0: Okay, so may I have the last three digits of your Social?

Speaker speaker\_1: 9199.

Speaker speaker\_0: All right. Let me see. 919-

Speaker speaker\_1: 9199.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Jamie Rudolph.

Speaker speaker\_0: Rudolph. When did you start working for them?

Speaker speaker\_1: Uh, Monday.

Speaker speaker\_0: Okay. So, we don't have your information yet 'cause it take about a week or so for them to send us the information. We could go ahead and create a file if you know what plan would you like to enroll to.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Bear with me. May I have your whole Social Security number, sir?

Speaker speaker\_1: 423-15-9199.

Speaker speaker\_0: Okay. 111... Let's see. And can you spell your first name for me, please?

Speaker speaker\_1: J-A-M-M-Y.

Speaker speaker\_0: Last name?

Speaker speaker\_1: R-U-D-O-L-P-H.

Speaker speaker\_0: And your date of birth, sir?

Speaker speaker\_1: October the 20th, 1972.

Speaker speaker\_0: 1972 you said, sir?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. Give me one second. The system's a little slow. Okay. Now, um, I'm gonna need the mailing address.