

Transcript: Pearl

Rojas-5257312105447424-4909026462973952

Full Transcript

Hi this is Monica, thank you for calling 0000. How may I help you? Uh, . Yeah, how can I assist you? Yeah, uh, I need, uh, to correct the, the, uh, DOB of, uh, my wife. Okay. The one you put on, you put on the, on the, uh, insurance is not, uh, correct. Her... I'm sorry you said her date of birth? Yes. Okay. What is the name of the company which you work for? Uh, . All righty. And the last four digits of your social? 8546. Okay. And if you can confirm your address, and date of birth? My, my, uh, date of birth is, uh, uh, IDOD is, uh, um, March 13th, 1962 and then the address is 104 Forest Court, Louisville, Kentucky 40206. All righty, and is there for an apartment number? Two. Okay, I have your phone number as 502-200-4023. Correct. And I have your email address as rev- Uh, your last name @gmail.com? Mm-mm. Correct. Okay. Okay and what is her date of birth? My wife, my wife's na, uh, day of birth is, uh, um, 12/12/1965. I'm sorry, repeat that for me? 12/12/1965. Okay. Hey, do you have her full social? Yes. 405- And what- ... 738546. All righty, I went ahead and got that information in the system. And I'll go ahead and reach out to my main office to have them update her date of birth, okay? Thank you. I appreciate. Thank you so much for calling. Have a great day. Mm-hmm. Same to you. Thank you.

Conversation Format

Speaker speaker_0: Hi this is Monica, thank you for calling 0000. How may I help you?

Speaker speaker_1: Uh, .

Speaker speaker_0: Yeah, how can I assist you?

Speaker speaker_1: Yeah, uh, I need, uh, to correct the, the, uh, DOB of, uh, my wife.

Speaker speaker_0: Okay.

Speaker speaker_1: The one you put on, you put on the, on the, uh, insurance is not, uh, correct.

Speaker speaker_0: Her... I'm sorry you said her date of birth?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. What is the name of the company which you work for?

Speaker speaker_1: Uh, .

Speaker speaker_0: All righty. And the last four digits of your social?

Speaker speaker_1: 8546.

Speaker speaker_0: Okay. And if you can confirm your address, and date of birth?

Speaker speaker_1: My, my, uh, date of birth is, uh, uh, IDOD is, uh, um, March 13th, 1962 and then the address is 104 Forest Court, Louisville, Kentucky 40206.

Speaker speaker_0: All righty, and is there for an apartment number?

Speaker speaker_1: Two.

Speaker speaker_0: Okay, I have your phone number as 502-200-4023.

Speaker speaker_1: Correct.

Speaker speaker_0: And I have your email address as rev-

Speaker speaker_1: Uh, .

Speaker speaker_0: ... your last name @gmail.com?

Speaker speaker_1: Mm-mm. Correct.

Speaker speaker_0: Okay. Okay and what is her date of birth?

Speaker speaker_1: My wife, my wife's na, uh, day of birth is, uh, um, 12/12/1965.

Speaker speaker_0: I'm sorry, repeat that for me?

Speaker speaker_1: 12/12/1965.

Speaker speaker_0: Okay. Hey, do you have her full social?

Speaker speaker_1: Yes. 405-

Speaker speaker_2: And what-

Speaker speaker_1: ... 738546.

Speaker speaker_2: All righty, I went ahead and got that information in the system. And I'll go ahead and reach out to my main office to have them update her date of birth, okay?

Speaker speaker_1: Thank you. I appreciate.

Speaker speaker_2: Thank you so much for calling. Have a great day.

Speaker speaker_1: Mm-hmm. Same to you. Thank you.