

Transcript: Pamela

Blanc-4562804313079808-5194354004246528

Full Transcript

What you say? You got blood on your face. Excuse me, I got text message and I can't hear you. Hello? Yes, hi, my name is Pamela, how may I help you? Yes, ma'am. I had got a call from y'all the other day, the, um, that I was talkin' with, making folks with my new job with Marley's and my insurance. So we are the administrator for the health insurance for staffing agency. Um- I was calling about trying to add divisions to my insurance. Hmm. Okay. Ma'am, last four digits of your social. I can't hear you. Ma'am, I could barely hear you too. It's a lot of background noise. Okay, I can hear you now. Yes, ma'am. I hear you. May I have, may I have the last four digits of your social? 6-9-6-7. 6-9-6-7? Yes, ma'am. And that's four, okay? Bear with me. You said what, love? And last name. Hello? Jakima Wilkerson. Your first and last name, ma'am. Jakima Wilkerson. Ms. Wilkerson for security.

Conversation Format

Speaker speaker_0: What you say? You got blood on your face.

Speaker speaker_1: Excuse me, I got text message and I can't hear you.

Speaker speaker_0: Hello?

Speaker speaker_1: Yes, hi, my name is Pamela, how may I help you?

Speaker speaker_0: Yes, ma'am. I had got a call from y'all the other day, the, um, that I was talkin' with, making folks with my new job with Marley's and my insurance.

Speaker speaker_1: So we are the administrator for the health insurance for staffing agency. Um-

Speaker speaker_0: I was calling about trying to add divisions to my insurance.

Speaker speaker_1: Hmm. Okay. Ma'am, last four digits of your social.

Speaker speaker_0: I can't hear you.

Speaker speaker_1: Ma'am, I could barely hear you too. It's a lot of background noise.

Speaker speaker_0: Okay, I can hear you now. Yes, ma'am. I hear you.

Speaker speaker_1: May I have, may I have the last four digits of your social?

Speaker speaker_0: 6-9-6-7.

Speaker speaker_1: 6-9-6-7?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: And that's four, okay? Bear with me.

Speaker speaker_0: You said what, love?

Speaker speaker_1: And last name.

Speaker speaker_0: Hello? Jakima Wilkerson.

Speaker speaker_1: Your first and last name, ma'am.

Speaker speaker_0: Jakima Wilkerson.

Speaker speaker_1: Ms. Wilkerson for security.