

## Transcript: Pamela

**Blanc-4639617327087616-4638982544343040**

### Full Transcript

Thank you for calling Minnesota. Hello? I have your- Hello? Thank you for calling Minnesota. Can you hear me? Yes, sir. Can you hear me? Okay. Sorry, you were... Yes, ma'am. I... You were cutting in and out for a second. Oh, sorry about that. How may I help you? Um, my... I work for a temp agency in Kernersville and it all... They sent me a message saying to call this number to figure out how to set up my insurance. And what's the staffing agency you work for? Partners Personnel. May I have the last four digits of the Social? 4088. Your first and last name? Michael, M-I-C-H-A-E-L. Frazier, F-R-A-Z-I-E-R. Thank you for the information, Mr. Face- Frazier. Can we please verify your- Come again? ... complete address and date of birth? Um, 5325 Walkertown Landing Circle. May 3rd, 1999. And where is this address located? Walkertown. Could you say the zip code? 27051, in North Carolina. I just want to make sure we have it correct, because that's the address you're going to be receiving your ID card. So we have the telephone- Yeah. ... number on file, 36735-3566, and your email is your last name, m@yahoo.com? Come again? Your email is- Yes. ... your last name, @yahoo.com? Yes. Right, and do you know what plan would you like to enroll to? Okay. Plan. Um, I just wanted to get, uh... So I have... It's gonna be me, my wife and my daughter. Okay, have you seen- So I guess that's the only plan I need. ... the benefit guide? No, I didn't get any of that. I- if you would like, I could go ahead and email it to you. Um... Yeah, if you can email that for me, that'd be great. Okay, so that way you could see all the plans that they offer, the amount that they gonna charge you for family. And we here from 8:00 AM to 8:00 PM Monday through Friday. Um... Okay. You could call us back, I would say, Monday maybe, so that way you got the weekend to go over it? Yeah, that works. If you want to enroll now, you could do that as well. Okay. You will find a, um, a link in the benefit guide that you could... Have you sent the email- So- ... already? No, not yet. I'm generating it as we speak. Um, the email will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. Okay, I will. All right. Anything else I can do for you? Uh, no. Can you verify my email one more time? I have your last name, Frazier. Letter M, @yahoo.com. Yes. That is not my email. Check your spam and junk mail. It might go there. Well, it... That's not my email. It might be there. I don't have a Yahoo account. Oh, that's the one we have on file. It's my I- Um... Go ahead. Is he gonna spell it out for you, or are you just gonna type it as I say it? I could type it out just saying if I think I miss a letter on the email. Okay. It's Frazier, my last name. Uh-huh. And then Michael, my first name. Okay. Love you. Yep. And then it's 17- Okay. Mm-hmm. Period. And then H-A-M-S-X. Okay. @gmail.com. All right. So I have your first, uh, last name, first name, 17. hamsx, @gmail. Yep, it should be hamsex. Yes. Okay. Then yeah, that's the right one. So I got it. Awesome, thank you. No problem. Okay, just have this emailed and monitored. Anything else I could do for you, sir? Uh, no, that's it. All right, thank you for giving us a call. Have a good rest of the day. You too. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Minnesota.

Speaker speaker\_1: Hello?

Speaker speaker\_0: I have your-

Speaker speaker\_1: Hello?

Speaker speaker\_0: Thank you for calling Minnesota.

Speaker speaker\_1: Can you hear me?

Speaker speaker\_0: Yes, sir. Can you hear me?

Speaker speaker\_1: Okay. Sorry, you were... Yes, ma'am. I... You were cutting in and out for a second.

Speaker speaker\_0: Oh, sorry about that. How may I help you?

Speaker speaker\_1: Um, my... I work for a temp agency in Kernersville and it all... They sent me a message saying to call this number to figure out how to set up my insurance.

Speaker speaker\_0: And what's the staffing agency you work for?

Speaker speaker\_1: Partners Personnel.

Speaker speaker\_0: May I have the last four digits of the Social?

Speaker speaker\_1: 4088.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Michael, M-I-C-H-A-E-L. Frazier, F-R-A-Z-I-E-R.

Speaker speaker\_0: Thank you for the information, Mr. Face- Frazier. Can we please verify your-

Speaker speaker\_1: Come again?

Speaker speaker\_0: ... complete address and date of birth?

Speaker speaker\_1: Um, 5325 Walkertown Landing Circle. May 3rd, 1999.

Speaker speaker\_0: And where is this address l- located?

Speaker speaker\_1: Walkertown.

Speaker speaker\_0: Could you say the zip code?

Speaker speaker\_1: 27051, in North Carolina.

Speaker speaker\_0: I just want to make sure we have it correct, because that's the address you're going to be receiving your ID card. So we have the telephone-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... number on file, 36735-3566, and your email is your last name, m@yahoo.com?

Speaker speaker\_1: Come again?

Speaker speaker\_0: Your email is-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... your last name, @ yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Right, and do you know what plan would you like to enroll to?

Speaker speaker\_1: Okay. Plan. Um, I just wanted to get, uh... So I have... It's gonna be me, my wife and my daughter.

Speaker speaker\_0: Okay, have you seen-

Speaker speaker\_1: So I guess that's the only plan I need.

Speaker speaker\_0: ... the benefit guide?

Speaker speaker\_1: No, I didn't get any of that.

Speaker speaker\_0: I- if you would like, I could go ahead and email it to you. Um...

Speaker speaker\_1: Yeah, if you can email that for me, that'd be great.

Speaker speaker\_0: Okay, so that way you could see all the plans that they offer, the amount that they gonna charge you for family. And we here from 8:00 AM to 8:00 PM Monday through Friday. Um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: You could call us back, I would say, Monday maybe, so that way you got the weekend to go over it?

Speaker speaker\_1: Yeah, that works.

Speaker speaker\_0: If you want to enroll now, you could do that as well.

Speaker speaker\_1: Okay.

Speaker speaker\_0: You will find a, um, a link in the benefit guide that you could...

Speaker speaker\_1: Have you sent the email-

Speaker speaker\_0: So-

Speaker speaker\_1: ... already?

Speaker speaker\_0: No, not yet. I'm generating it as we speak. Um, the email will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there.

Speaker speaker\_1: Okay, I will.

Speaker speaker\_0: All right. Anything else I can do for you?

Speaker speaker\_1: Uh, no. Can you verify my email one more time?

Speaker speaker\_0: I have your last name, Frazier. Letter M, @yahoo.com.

Speaker speaker\_1: Yes. That is not my email.

Speaker speaker\_0: Check your spam and junk mail. It might go there.

Speaker speaker\_1: Well, it... That's not my email.

Speaker speaker\_0: It might be there.

Speaker speaker\_1: I don't have a Yahoo account.

Speaker speaker\_0: Oh, that's the one we have on file.

Speaker speaker\_1: It's my I- Um...

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: Is he gonna spell it out for you, or are you just gonna type it as I say it?

Speaker speaker\_0: I could type it out just saying if I think I miss a letter on the email.

Speaker speaker\_1: Okay. It's Frazier, my last name.

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: And then Michael, my first name.

Speaker speaker\_2: Okay. Love you.

Speaker speaker\_0: Yep.

Speaker speaker\_1: And then it's 17-

Speaker speaker\_0: Okay. Mm-hmm.

Speaker speaker\_1: Period. And then H-A-M-S-X.

Speaker speaker\_0: Okay.

Speaker speaker\_1: @gmail.com.

Speaker speaker\_0: All right. So I have your first, uh, last name, first name, 17. hamsx, @gmail.

Speaker speaker\_1: Yep, it should be hamsex.

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay. Then yeah, that's the right one.

Speaker speaker\_0: So I got it.

Speaker speaker\_1: Awesome, thank you.

Speaker speaker\_0: No problem. Okay, just have this emailed and monitored. Anything else I could do for you, sir?

Speaker speaker\_1: Uh, no, that's it.

Speaker speaker\_0: All right, thank you for giving us a call. Have a good rest of the day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Bye.