

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits with a Call, this is Pamela speaking. How may I help you? Yes, I was calling, I'd like to, uh, renew my, uh, insurance. Who do you work for, ma'am? Uh, Temp Staff. All right. May I have the last four digits of the Social? 3330. 3-3-3-0? Yes, ma'am. Thank you. May I have your first and last name, ma'am? Angela Etter, E-T-T-E-R. Ms. Etter, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, I don't know if it's my PO Box 75558 Jackson, Mississippi 39282, or my 1655 Meadow Forest, um, Jackson, Missis- Jackson, Mississippi 39212. We do the, we do have the PO box. Okay. PO Box 75558... Mm-hmm. Yeah. Jackson, Mississ- Jackson, Mississippi 39282. My date of birth is September 7th, 1964. All right. We have a phone number of 506-1613-3475 and your email is your first name, last name 43@gmail.com? Mm-hmm. Yes, ma'am. And what would you like to change on your benefits, ma'am? Um, my, how much am I paying for life? 60 cents. Uh, and how much is that? Like a \$50,000 policy? No. It's \$20,000. How much would a \$50,000 be? They only have one tier. They do not offer any, any other amounts. So just the \$20,000, that's the highest I can go? Mm-hmm. Okay, that's fine. Anything else stays the same. So, come from here. Um, you don't have, you haven't named a beneficiary for your life insurance. Oh, I thought I had my son and my daughter on there. What's the first name of your daughter? Britney. Same last name? Etter, E-T-T-E-R. She gets 50, and my son, Brian Ransom, R-E-A-N-S-O-M, he gets 50. Give me one second, I'm gonna have to go back... Okay. All right. Now I'm gonna need your son's first name. Brian, B-R-I-A-N. Okay. Ransom, R-A-E-N-S-O-M. Okay. All right, so we got both of them, 50/50. Mm-hmm. Is there, um, anything else I could do for you, ma'am? No, ma'am, that's it. All right, thank you for giving us a call today. Okay. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits with a Call, this is Pamela speaking. How may I help you?

Speaker speaker_1: Yes, I was calling, I'd like to, uh, renew my, uh, insurance.

Speaker speaker_0: Who do you work for, ma'am?

Speaker speaker_1: Uh, Temp Staff.

Speaker speaker_0: All right. May I have the last four digits of the Social?

Speaker speaker_1: 3330.

Speaker speaker_0: 3-3-3-0?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Thank you. May I have your first and last name, ma'am?

Speaker speaker_1: Angela Etter, E-T-T-E-R.

Speaker speaker_0: Ms. Etter, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Uh, I don't know if it's my PO Box 75558 Jackson, Mississippi 39282, or my 1655 Meadow Forest, um, Jackson, Missis- Jackson, Mississippi 39212.

Speaker speaker_0: We do the, we do have the PO box.

Speaker speaker_1: Okay. PO Box 75558...

Speaker speaker_0: Mm-hmm. Yeah.

Speaker speaker_1: Jackson, Mississ- Jackson, Mississippi 39282. My date of birth is September 7th, 1964.

Speaker speaker_0: All right. We have a phone number of 506-1613-3475 and your email is your first name, last name 43@gmail.com?

Speaker speaker_1: Mm-hmm. Yes, ma'am.

Speaker speaker_0: And what would you like to change on your benefits, ma'am?

Speaker speaker_1: Um, my, how much am I paying for life?

Speaker speaker_0: 60 cents.

Speaker speaker_1: Uh, and how much is that? Like a \$50,000 policy?

Speaker speaker_0: No. It's \$20,000.

Speaker speaker_1: How much would a \$50,000 be?

Speaker speaker_0: They only have one tier. They do not offer any, any other amounts.

Speaker speaker_1: So just the \$20,000, that's the highest I can go?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay, that's fine. Anything else stays the same.

Speaker speaker_0: So, come from here. Um, you don't have, you haven't named a beneficiary for your life insurance.

Speaker speaker_1: Oh, I thought I had my son and my daughter on there.

Speaker speaker_0: What's the first name of your daughter?

Speaker speaker_1: Britney.

Speaker speaker_0: Same last name?

Speaker speaker_1: Etter, E-T-T-E-R. She gets 50, and my son, Brian Ransom, R-E-A-N-S-O-M, he gets 50.

Speaker speaker_0: Give me one second, I'm gonna have to go back...

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Now I'm gonna need your son's first name.

Speaker speaker_1: Brian, B-R-I-A-N.

Speaker speaker_0: Okay.

Speaker speaker_1: Ransom, R-A-E-N-S-O-M.

Speaker speaker_0: Okay. All right, so we got both of them, 50/50.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Is there, um, anything else I could do for you, ma'am?

Speaker speaker_1: No, ma'am, that's it.

Speaker speaker_0: All right, thank you for giving us a call today.

Speaker speaker_1: Okay. Thank you.