

## **Transcript: Pamela**

**Blanc-4952170294198272-4790815553536000**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi, um, is this... I was wondering if I could see how many points I have? See how many points? Yeah, I'm already, um, hired on by Surge. Okay. But what we do for Surge is the, um, health benefits. Oh, okay. I apologize. I'm so sorry. No problem. Is there, is there like... Anybo- Yeah, I apologize. Do you know if there's a way you can transfer me or do I just have to call the other number? You have to call, uh, them directly unfortunately - Okay, no worries. Sorry about that. Thank you. Have a good one. No problem. Merry Christmas. Merry Christmas. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hi, um, is this... I was wondering if I could see how many points I have?

Speaker speaker\_1: See how many points?

Speaker speaker\_2: Yeah, I'm already, um, hired on by Surge.

Speaker speaker\_1: Okay. But what we do for Surge is the, um, health benefits.

Speaker speaker\_2: Oh, okay. I apologize. I'm so sorry.

Speaker speaker\_1: No problem.

Speaker speaker\_2: Is there, is there like...

Speaker speaker\_1: Anybo-

Speaker speaker\_2: Yeah, I apologize. Do you know if there's a way you can transfer me or do I just have to call the other number?

Speaker speaker\_1: You have to call, uh, them directly unfortunately -

Speaker speaker\_2: Okay, no worries. Sorry about that. Thank you. Have a good one.

Speaker speaker\_1: No problem. Merry Christmas.

Speaker speaker\_2: Merry Christmas. Thank you.