

## **Transcript: Pamela**

**Blanc-4983461449613312-4638342120783872**

### **Full Transcript**

Thank you for calling Benefits Center at Farley's. This is Pamela speaking, how may I help you? Um, yes, um, I called over here about, like, two weeks ago and I was waiting, she was gonna send me short-term disability papers so I can go ahead and start enrolling on that. Um, but I haven't gotten any papers in the mail or anything and I'm fixing to go on maternity leave and I need that, like, as soon as possible. Okay, so what do you need? The file for short term. Okay, so y- um, I'm gonna transfer you to the correct department. Just bear with me, all right? Okay, thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits Center at Farley's. This is Pamela speaking, how may I help you?

Speaker speaker\_1: Um, yes, um, I called over here about, like, two weeks ago and I was waiting, she was gonna send me short-term disability papers so I can go ahead and start enrolling on that. Um, but I haven't gotten any papers in the mail or anything and I'm fixing to go on maternity leave and I need that, like, as soon as possible.

Speaker speaker\_0: Okay, so what do you need?

Speaker speaker\_1: The file for short term.

Speaker speaker\_0: Okay, so y- um, I'm gonna transfer you to the correct department. Just bear with me, all right?

Speaker speaker\_1: Okay, thank you.