

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Center of Florida. This is Pamela speaking. How may I help you? Hi. Um, I am calling because I am a new member, and I'm needing to set up an appointment, um, to do like a telecom or, um, a video call. Okay. Um, just bear with me. Let me get that information from you. Mm-hmm. Ma'am? Yes. What's the name of the staffing agency you work for? BGSS. Okay. I need to check which plan you have, so that way, um, I could direct you to the correct department. Okay. And your social security number? 9098. Your first and last name? Nadine Williams. Okay, Ms. Williams. For security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. 1803 Checkery Court, Stockbridge, Georgia 30281. Birth, 8-6-64. All right. Thank you. We have a telephone number of 5404-457-2075. Yes. All right. Okay. So bear with me. I'm gonna go ahead and track it. Okay, thank you. She has M... VIP class. Okay. I'm so sorry. I'm just informing the person just giving them some information. Oh.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center of Florida. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. Um, I am calling because I am a new member, and I'm needing to set up an appointment, um, to do like a telecom or, um, a video call.

Speaker speaker_0: Okay. Um, just bear with me. Let me get that information from you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Ma'am?

Speaker speaker_1: Yes.

Speaker speaker_0: What's the name of the staffing agency you work for?

Speaker speaker_1: BGSS.

Speaker speaker_0: Okay. I need to check which plan you have, so that way, um, I could direct you to the correct department.

Speaker speaker_1: Okay.

Speaker speaker_0: And your social security number?

Speaker speaker_1: 9098.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Nadine Williams.

Speaker speaker_0: Okay, Ms. Williams. For security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: 1803 Checkery Court, Stockbridge, Georgia 30281. Birth, 8-6-64.

Speaker speaker_0: All right. Thank you. We have a telephone number of 5404-457-2075.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Okay. So bear with me. I'm gonna go ahead and track it.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: She has M... VIP class.

Speaker speaker_1: Okay.

Speaker speaker_0: I'm so sorry. I'm just informing the person just giving them some information.

Speaker speaker_1: Oh.