

## **Transcript: Pamela**

**Blanc-5311317565980672-5023592539439104**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello, thank you for calling Benefits and Accord. This is Pamela speaking. How may I help you? Yes, ma'am. Uh, I currently have, uh, an account and I'm awaiting a card, but I messed up and didn't put the apartment on the address. Okay. And what... Who do you work for, sir? Um, Crown Services. I have the last four digits of your social. 2002. 2-0-0-2. First and last name? Timothy Ates. A-T-E-S. Mr. Ates, for security reasons and just to make sure we are in the correct file, can you please v- verify your complete address and date of birth? It is 3523 South Linn Street, Independence, Missouri, 64055. Uh, 6-16-78. So the telephone number on file is 816-730-8059, and your email- email is cimate26@gmail.com? Yes. What was the apartment number, sir? A. Number eight? A, as in apple. Okay, A as in apple. All right. I'll proceed to update that information. Is there anything else I could do for you? Um, yes. I need to add, uh, vision. Let me see, uh, to that. Let me, let me guess. You have, um, the medical for you and the child. You wanna add vision as well? Hello? Sir? Hello? I have to disconnect the call to assume a response.

### **Conversation Format**

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

Speaker speaker\_1: Hello, thank you for calling Benefits and Accord. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Yes, ma'am. Uh, I currently have, uh, an account and I'm awaiting a card, but I messed up and didn't put the apartment on the address.

Speaker speaker\_1: Okay. And what... Who do you work for, sir?

Speaker speaker\_2: Um, Crown Services.

Speaker speaker\_1: I have the last four digits of your social.

Speaker speaker\_2: 2002. 2-0-0-2.

Speaker speaker\_1: First and last name?

Speaker speaker\_2: Timothy Ates. A-T-E-S.

Speaker speaker\_1: Mr. Ates, for security reasons and just to make sure we are in the correct file, can you please v- verify your complete address and date of birth?

Speaker speaker\_2: It is 3523 South Linn Street, Independence, Missouri, 64055. Uh, 6-16-78.

Speaker speaker\_1: So the telephone number on file is 816-730-8059, and your email- email is cimate26@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: What was the apartment number, sir?

Speaker speaker\_2: A.

Speaker speaker\_1: Number eight?

Speaker speaker\_2: A, as in apple.

Speaker speaker\_1: Okay, A as in apple. All right. I'll proceed to update that information. Is there anything else I could do for you?

Speaker speaker\_2: Um, yes. I need to add, uh, vision. Let me see, uh, to that. Let me, let me guess.

Speaker speaker\_1: You have, um, the medical for you and the child. You wanna add vision as well? Hello? Sir? Hello? I have to disconnect the call to assume a response.