

Transcript: Pamela

Blanc-5469869088391168-5551917895467008

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling, Emily. How may I help you? Thank you- I- I'm trying to... Hello? Yes, I'm here. I'm trying to... I'm trying to, um, make a payment towards my COBRA so that I won't lose my benefits. My job said it's under COBRA enrollment now. Hmm. Okay. So I'm gonna transfer you- Hers and I'm just gonna- ... to the correct- Mm-hmm. Mm-hmm. Okay. So let's, uh, pull up your file. Who do you work for? WorkSource. May I have the last four digits of the Social? 1568. Your first and last name? Audrey Reader. Miss Reader, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Um, my address is 1252 Cooper Drive, Apartment A133, Springdale, Arkansas 76764. And my date of birth is February 28th, 1983. Thank you. We have a phone number on file, 479-419-0270, and your email is your first name, your last name, physically@gmail.com? Yes, that's right. All right. So I'm gonna go ahead and transfer you to the correct department. Your option will be option one. Okay. All right. Bear with me. All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling, Emily. How may I help you? Thank you-

Speaker speaker_2: I- I'm trying to... Hello?

Speaker speaker_1: Yes, I'm here.

Speaker speaker_2: I'm trying to... I'm trying to, um, make a payment towards my COBRA so that I won't lose my benefits. My job said it's under COBRA enrollment now.

Speaker speaker_1: Hmm. Okay. So I'm gonna transfer you-

Speaker speaker_2: Hers and I'm just gonna-

Speaker speaker_1: ... to the correct-

Speaker speaker_2: Mm-hmm. Mm-hmm.

Speaker speaker_1: Okay. So let's, uh, pull up your file. Who do you work for?

Speaker speaker_2: WorkSource.

Speaker speaker_1: May I have the last four digits of the Social?

Speaker speaker_2: 1568.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Audrey Reader.

Speaker speaker_1: Miss Reader, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Um, my address is 1252 Cooper Drive, Apartment A133, Springdale, Arkansas 76764. And my date of birth is February 28th, 1983.

Speaker speaker_1: Thank you. We have a phone number on file, 479-419-0270, and your email is your first name, your last name, physically@gmail.com?

Speaker speaker_2: Yes, that's right.

Speaker speaker_1: All right. So I'm gonna go ahead and transfer you to the correct department. Your option will be option one.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Bear with me.

Speaker speaker_2: All right.