

## Transcript: Pamela

**Blanc-5487930766049280-6657899721703424**

### Full Transcript

Thank you for calling Benefits in a Car. Uh, good morning. I just call and then someone hang up, hang up on my face. Oh, I was... It was with me the first... I don't, uh, I thought it was, the, the call got disconnected. So, um, can you put the member on the line? Okay, okay, I'm sorry. Yeah, let me put her on. Uh, you can talk to her. Mm-hmm. Ma'am? Um, hello? Yes, hi. My name is Pamela. And I'm calling, I mean, um, I will be assisting regarding your information. Yes. Can you tell me the name of the staffing agency you work for? Speaking Creole. Te, Kelly... Staffing agency ■ Working by poli ■ police. Mm-hmm. Search. Search. And the last four digits of your Social? Speaking Creole. Speaking Creole. If, if, if you don't have them go together. Right. Speaking Creole. Uh, she going to get the card because she don't remember them, uh. No problem. Mm-hmm. Card, Social Security number. Speaking Creole Speaking Creole You want to read it? No, ■■■■n ye k■■■b. Gah saa ho b■ ■kpli? No- Speaking Creole 9330. 9330. Yes. Your first and last name? First and last name. Osaeas. Uh, Keline. Hey, can you repeat that? Keline. And then last name? Osaeas. Okay. Miss Keline, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Mm-hmm. Speaking Creole Uh, when is the second of whom? When is the 14th? November 25, 1980. And the address? 116 Ewell Street, Ewell spell E-W-E-L-L, Street, Manchester, Tennessee, 37355. I have the telephone number on file, 786-665-1092. And- Yes, ma'am. The email is her name, her last name, first name, 445@gmail.com. Yes, ma'am. Okay. All right. So let's see. Speaking Creole So she's missing her medical card? Yes, uh, medical call, card. I could send her, her a, an email now if she would like to. Uh, when we're trying to retre- retrieve it, it c- it don't give us access. It just give us, uh, to create a account and then to take a- No. When you... When I send the email you should find on the bottom of the email a PDF file. Mm-hmm. Okay. Oh, okay. It's a, it's a PDF file. Bear with me while pro- uh, getting informations and the fee. Just bear with me. Yeah, I appreciate that. Speaking Creole. Sir? Yes, ma'am. I'm using this. Okay. Hello? Can you hear me? So check her email. Check the junk mail as well. It might go there. Okay. And when, open the email. It should be a PDF file. Okay. Check on the bottom of mail. Mm-hmm. It comes with some info of benefits in a card. Mm-hmm. This is it. Yes. When receive. Mm-hmm. Uh, I got it. So... You got it? Yes. See... She can print it if she wants to. That's the same thing she's going to receive in the mail. Yeah, you can still send it but I got another person. Thank you for your help for the first one. I got another one without the same issue. Is that person with you? Yes. You gotta do the same thing. Yeah, okay. Yeah. You need to verify the information. We can't manage. Really, really sorry. Okay, this one and I'm not excited. Come. Hey, yes, talk to. Come, really now. She's here. Okay. Mm-hmm. I need the last four digits- I know. I know. ... of the social. I need the last four digits of the social. This one coming in with social. They are clear, not boring. What's the social? Get back to me on Clear. It is a cup. Uh, wa- uh, 0184. What's the new social?

0184. And the first and last name? It is Mer- Merlin. Merlin Osias. Merlin Osias. Uh-uh. Merlin Osias. It will be M-E-R-L-I-N-E, Osias, O-S-I-A-S. He's busy. Can you pass it on your way? Are they related? I'll say again. They related? Um, the lady? Yes, yes, yes. They're sisters. Okay. The same address too. Okay. Open it now. Okay. Oh. So let me verify the phone number, 786-665-1092. And the email is the last name first name1@gmail.com? Yes, ma'am. And can you tell me the, um, date of birth? Uh, it is the business also. 2023. I didn't know 2023. Yeah. They said November the 21st, 1983. November 26th, 1983. Thank you. Mm-hmm. It's the first one, everything. Look at the first one. Okay. So I'm sending the email same way. Okay. Um... All right. Let me know if you get it. Yes, ma'am. I will. All right. Don't forget to check the spam email. Sometimes it goes there. Okay. I know you mail, Gmail. Right, that means I am... That's all. Got it. All right. Anything else I could do for you? Yes, but you can still, uh... If you want, you can still send the, uh, the physical one. It takes seven to ten days to arrive. Yes. Yeah, no problem. All right. Thank you for going with this today. I really appreciate. Okay. I really appreciate your help. No problem, sir. Thank you for giving us a call. Okay, no problem. Yeah. Oh, yeah. She's going to cuss you.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Car.

Speaker speaker\_1: Uh, good morning. I just call and then someone hang up, hang up on my face.

Speaker speaker\_0: Oh, I was... It was with me the first... I don't, uh, I thought it was, the, the call got disconnected. So, um, can you put the member on the line?

Speaker speaker\_1: Okay, okay, I'm sorry. Yeah, let me put her on. Uh, you can talk to her.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: Ma'am?

Speaker speaker\_2: Um, hello?

Speaker speaker\_0: Yes, hi. My name is Pamela. And I'm calling, I mean, um, I will be assisting regarding your information.

Speaker speaker\_2: Yes.

Speaker speaker\_0: Can you tell me the name of the staffing agency you work for?

Speaker speaker\_1: Speaking Creole.

Speaker speaker\_2: Te, Kelly...

Speaker speaker\_1: Staffing agency ■Working by poli ■police.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Search.

Speaker speaker\_2: Search.

Speaker speaker\_0: And the last four digits of your Social?

Speaker speaker\_1: Speaking Creole.

Speaker speaker\_2: Speaking Creole.

Speaker speaker\_1: If, if, if you don't have them go together.

Speaker speaker\_2: Right.

Speaker speaker\_1: Speaking Creole. Uh, she going to get the card because she don't remember them, uh.

Speaker speaker\_0: No problem.

Speaker speaker\_1: Mm-hmm. Card, Social Security number.

Speaker speaker\_2: Speaking Creole

Speaker speaker\_1: Speaking Creole

Speaker speaker\_2: You want to read it?

Speaker speaker\_1: No, ■■■■n ye k■■■b.

Speaker speaker\_2: Gah saa ho b■ ■kpli? No-

Speaker speaker\_1: Speaking Creole

Speaker speaker\_0: 9330.

Speaker speaker\_2: 9330.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: First and last name.

Speaker speaker\_2: Osaeas. Uh, Keline.

Speaker speaker\_0: Hey, can you repeat that?

Speaker speaker\_2: Keline.

Speaker speaker\_0: And then last name?

Speaker speaker\_2: Osaeas.

Speaker speaker\_0: Okay. Miss Keline, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Speaking Creole

Speaker speaker\_0: Uh, when is the second of whom? When is the 14th?

Speaker speaker\_1: November 25, 1980.

Speaker speaker\_0: And the address?

Speaker speaker\_1: 116 Ewell Street, Ewell spell E-W-E-L-L, Street, Manchester, Tennessee, 37355.

Speaker speaker\_0: I have the telephone number on file, 786-665-1092. And-

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: The email is her name, her last name, first name, 445@gmail.com.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. All right. So let's see.

Speaker speaker\_1: Speaking Creole

Speaker speaker\_0: So she's missing her medical card?

Speaker speaker\_1: Yes, uh, medical call, card.

Speaker speaker\_0: I could send her, her a, an email now if she would like to.

Speaker speaker\_1: Uh, when we're trying to retrieve it, it c- it don't give us access. It just give us, uh, to create a account and then to take a-

Speaker speaker\_0: No. When you... When I send the email you should find on the bottom of the email a PDF file.

Speaker speaker\_1: Mm-hmm. Okay. Oh, okay.

Speaker speaker\_0: It's a, it's a PDF file. Bear with me while pro- uh, getting informations and the fee. Just bear with me.

Speaker speaker\_1: Yeah, I appreciate that. Speaking Creole.

Speaker speaker\_0: Sir?

Speaker speaker\_3: Yes, ma'am.

Speaker speaker\_4: I'm using this.

Speaker speaker\_5: Okay.

Speaker speaker\_3: Hello? Can you hear me?

Speaker speaker\_0: So check her email. Check the junk mail as well. It might go there.

Speaker speaker\_3: Okay.

Speaker speaker\_0: And when, open the email. It should be a PDF file.

Speaker speaker\_3: Okay.

Speaker speaker\_0: Check on the bottom of mail.

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_0: It comes with some info of benefits in a card.

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_4: This is it.

Speaker speaker\_3: Yes. When receive. Mm-hmm. Uh, I got it. So...

Speaker speaker\_0: You got it?

Speaker speaker\_3: Yes. See...

Speaker speaker\_0: She can print it if she wants to. That's the same thing she's going to receive in the mail.

Speaker speaker\_3: Yeah, you can still send it but I got another person. Thank you for your help for the first one. I got another one without the same issue.

Speaker speaker\_0: Is that person with you?

Speaker speaker\_3: Yes.

Speaker speaker\_0: You gotta do the same thing.

Speaker speaker\_3: Yeah, okay. Yeah.

Speaker speaker\_0: You need to verify the information.

Speaker speaker\_3: We can't manage. Really, really sorry. Okay, this one and I'm not excited. Come. Hey, yes, talk to. Come, really now. She's here.

Speaker speaker\_0: Okay.

Speaker speaker\_4: Mm-hmm.

Speaker speaker\_0: I need the last four digits-

Speaker speaker\_4: I know. I know.

Speaker speaker\_0: ... of the social. I need the last four digits of the social.

Speaker speaker\_3: This one coming in with social. They are clear, not boring.

Speaker speaker\_4: What's the social?

Speaker speaker\_3: Get back to me on Clear.

Speaker speaker\_4: It is a cup.

Speaker speaker\_3: Uh, wa- uh, 0184.

Speaker speaker\_4: What's the new social?

Speaker speaker\_0: 0184. And the first and last name?

Speaker speaker\_3: It is Mer-

Speaker speaker\_4: Merlin. Merlin Osias. Merlin Osias.

Speaker speaker\_3: Uh-uh. Merlin Osias. It will be M-E-R-L-I-N-E, Osias, O-S-I-A-S.

Speaker speaker\_4: He's busy. Can you pass it on your way?

Speaker speaker\_0: Are they related?

Speaker speaker\_3: I'll say again.

Speaker speaker\_0: They related? Um, the lady?

Speaker speaker\_3: Yes, yes, yes. They're sisters.

Speaker speaker\_0: Okay.

Speaker speaker\_3: The same address too.

Speaker speaker\_0: Okay.

Speaker speaker\_3: Open it now.

Speaker speaker\_4: Okay. Oh.

Speaker speaker\_0: So let me verify the phone number, 786-665-1092. And the email is the last name first name1@gmail.com?

Speaker speaker\_3: Yes, ma'am.

Speaker speaker\_0: And can you tell me the, um, date of birth?

Speaker speaker\_3: Uh, it is the business also.

Speaker speaker\_4: 2023. I didn't know 2023.

Speaker speaker\_3: Yeah.

Speaker speaker\_4: They said November the 21st, 1983.

Speaker speaker\_3: November 26th, 1983.

Speaker speaker\_0: Thank you.

Speaker speaker\_4: Mm-hmm. It's the first one, everything. Look at the first one.

Speaker speaker\_0: Okay. So I'm sending the email same way.

Speaker speaker\_3: Okay.

Speaker speaker\_0: Um... All right. Let me know if you get it.

Speaker speaker\_3: Yes, ma'am. I will.

Speaker speaker\_0: All right. Don't forget to check the spam email. Sometimes it goes there.

Speaker speaker\_3: Okay. I know you mail, Gmail.

Speaker speaker\_6: Right, that means I am... That's all.

Speaker speaker\_3: Got it.

Speaker speaker\_0: All right. Anything else I could do for you?

Speaker speaker\_3: Yes, but you can still, uh... If you want, you can still send the, uh, the physical one.

Speaker speaker\_0: It takes seven to ten days to arrive.

Speaker speaker\_3: Yes. Yeah, no problem.

Speaker speaker\_0: All right. Thank you for going with this today.

Speaker speaker\_3: I really appreciate.

Speaker speaker\_0: Okay.

Speaker speaker\_3: I really appreciate your help.

Speaker speaker\_0: No problem, sir. Thank you for giving us a call.

Speaker speaker\_3: Okay, no problem.

Speaker speaker\_4: Yeah.

Speaker speaker\_3: Oh, yeah. She's going to cuss you.