

## Transcript: Pamela

**Blanc-5527332616323072-6276657575280640**

### Full Transcript

Thank you for calling This is Pamela speaking. How may I help you? Hi. Yes, ma'am. Oh, let me take it off speaker so I can hear you better. Just a second. Yes, ma'am. I was calling about, uh, the insurance. Um, uh, my husband has insurance through y'all and, um, he asked me to please call 'cause he was working and he said, um, he wants to know, he hasn't received a card or anything, but, uh, if he was accessed to go ahead and use it. Are you are in the policy, ma'am? Um, I'm not, ma'am. Um, he just asked me today to call because he needs to go to the dentist. Um, what can I do to help him? We here, we here until 8:00 Eastern time. Okay. He may have time to give us a call. If not- Um. ... tell him to give us a call and have, um, whoever answers the phone and help him to make a note to give you his permission to use or speak on his behalf so we could give you the information regarding. Oh, okay. Are y'all open tomorrow? No, ma'am. We'll be back on Monday morning. Oh, Monday morning? We here from 8:00 AM to 8:00 PM. Okay, I'm gonna see if he has time, if he doesn't work too late. Um, you said y'all there to 8:00? Yes, ma'am. Eastern Time. Okay, Eastern Time. Okay. I'm going to go ahead and call and, um, I'll call back. Who am I speaking to? Pamela. Pamela. Okay, Pamela. Thank you. I will let him know. All right. Thank you. Okay. Bye-bye. Thank you for choosing ... okay. Okay. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi. Yes, ma'am. Oh, let me take it off speaker so I can hear you better. Just a second. Yes, ma'am. I was calling about, uh, the insurance. Um, uh, my husband has insurance through y'all and, um, he asked me to please call 'cause he was working and he said, um, he wants to know, he hasn't received a card or anything, but, uh, if he was accessed to go ahead and use it.

Speaker speaker\_0: Are you are in the policy, ma'am?

Speaker speaker\_1: Um, I'm not, ma'am. Um, he just asked me today to call because he needs to go to the dentist. Um, what can I do to help him?

Speaker speaker\_0: We here, we here until 8:00 Eastern time.

Speaker speaker\_1: Okay.

Speaker speaker\_0: He may have time to give us a call. If not-

Speaker speaker\_1: Um.

Speaker speaker\_0: ... tell him to give us a call and have, um, whoever answers the phone and help him to make a note to give you his permission to use or speak on his behalf so we could give you the information regarding.

Speaker speaker\_1: Oh, okay. Are y'all open tomorrow?

Speaker speaker\_0: No, ma'am. We'll be back on Monday morning.

Speaker speaker\_1: Oh, Monday morning?

Speaker speaker\_0: We here from 8:00 AM to 8:00 PM.

Speaker speaker\_1: Okay, I'm gonna see if he has time, if he doesn't work too late. Um, you said y'all there to 8:00?

Speaker speaker\_0: Yes, ma'am. Eastern Time.

Speaker speaker\_1: Okay, Eastern Time. Okay. I'm going to go ahead and call and, um, I'll call back. Who am I speaking to?

Speaker speaker\_0: Pamela.

Speaker speaker\_1: Pamela. Okay, Pamela. Thank you. I will let him know.

Speaker speaker\_0: All right. Thank you.

Speaker speaker\_1: Okay. Bye-bye.

Speaker speaker\_0: Thank you for choosing

Speaker speaker\_2: ... okay.

Speaker speaker\_1: Okay. Bye-bye.