

## **Transcript: Pamela**

**Blanc-5638620786147328-6487153214963712**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Hi, good morning. My name is Jesenia Tavares. I'm calling because I am, um, checking, um, to see, uh, one of my claims that hasn't been paid, see what's going on. It's been a while already. Okay, so what's the name of the temp agency you work for? Acre. . And may I have the last four digits of your social? 9522. . Ms. Tavares, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 1404 East Market Street, Wilmington, Delaware 19804. And my birthday is 10/9/75. Thank you. We have a phone number, 347-733-5378 and- Yes. Okay. And your email is ythomes@yahoo.com? Yes. All right. Because I see that you called earlier and they should, they transfer you to the carrier. Were you able to speak to a, to the carrier? Well, she didn't specify the options that I have to do. She just transferred me. Okay. So there's only like four options and I don't know which one. Okay. So, let me connect you with the correct, uh, person. This is, like if any... If you have to call them again, you, um, or call for the claim, it's, um, it's option one. I'm with someone said... Give me a minute. Oh, option one, okay. Yeah. Yeah, she didn't tell me like what, what I should be calling for. No problem. Just bear with me. Okay.

### **Conversation Format**

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

Speaker speaker\_2: Good afternoon.

Speaker speaker\_1: Hi, good morning. My name is Jesenia Tavares. I'm calling because I am, um, checking, um, to see, uh, one of my claims that hasn't been paid, see what's going on. It's been a while already.

Speaker speaker\_2: Okay, so what's the name of the temp agency you work for?

Speaker speaker\_1: Acre.

Speaker speaker\_3: .

Speaker speaker\_2: And may I have the last four digits of your social?

Speaker speaker\_1: 9522.

Speaker speaker\_4: .

Speaker speaker\_2: Ms. Tavares, 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\_1: 1404 East Market Street, Wilmington, Delaware 19804. And my birthday is 10/9/75.

Speaker speaker\_2: Thank you. We have a phone number, 347-733-5378 and-

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. And your email is ythomes@yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_2: All right. Because I see that you called earlier and they should, they transfer you to the carrier. Were you able to speak to a, to the carrier?

Speaker speaker\_1: Well, she didn't specify the options that I have to do. She just transferred me.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So there's only like four options and I don't know which one.

Speaker speaker\_2: Okay. So, let me connect you with the correct, uh, person. This is, like if any... If you have to call them again, you, um, or call for the claim, it's, um, it's option one.

Speaker speaker\_1: I'm with someone said... Give me a minute. Oh, option one, okay.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Yeah, she didn't tell me like what, what I should be calling for.

Speaker speaker\_2: No problem. Just bear with me.

Speaker speaker\_1: Okay.