

Transcript: Pamela

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Full Transcript

Thank you for calling Benefit Center Card. This is Pamela speaking. How may I help you? Yes, I'm Stephanie. And I'm call you for my insurance and I need to change my, eh, eh, address. Okay. And who do you work for? Uh, uh, AGC. I c- I could barely hear you, ma'am. Huh? I could barely hear you. Here, one sec. You want information about your insurance. That's what you said? Yeah. Who do you work for? AGC. ATC? Yes, AGC. Eh, that's the name of the staffing agency? Stephanie Toshio. No, the agency. Yes, ma'am. Oh, Wingstop. Wingstop? Wingstop, yeah. And what's the last four digits of your Social? Yes. The last four digits of your Social, ma'am. Yes? The last four digits of your Social, ma'am. Yes? The last four digits of your Social. Oh, okay, oh, okay. 9161. And your first and last name? Stephanie Toshio. Miss Toshio, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay. I have a new address. Okay, but can you tell me the old one first and then we change the new... to the new one? Okay. Um... one second, please. Sure. The new address or the, the- Old address. The old address. Oh, old address, okay. 362241 18th Avenue, Naples, Florida. The ZIP Code? 34120. And your date of birth? Yes, um, 11/5/1995. Thank you. We have a telephone number on file, 317-969-0932. Yes. And what is your new address, ma'am? Yes, my new address, 300 Snyder Way, Apartment- Okay, what's the name- ... 106. ... of the... Okay, slow down, ma'am. 300- Okay. What's the name of the street? 300 Snyder Way. Okay. Highway? Snyder Way. Can you spell that for me? S-N-Y... D-E-O. Okay. Snyder Way, Apartment 106. And that's a street or avenue? The new. Okay. And what's the city? Waters, Kentucky. Kentucky is a state? Yes. And what's the ZIP Code? Waters. You know the ZIP Code? The ZIP Code? Yes, I need the ZIP Code of the address. Okay. Okay, 40160. All right. Is there anything else that you need help with? Wh- what? Is anything else that you need help with? Yes. How may I help you? Eh, I need to know if, eh, my address is, oh, my, eh, eh, insurance is ready. No. Oh. We haven't received any payment from your employer. Okay. Okay? Yes. When- Anything else I could do for you? When, when is ready please? My insurance. When they pay. Are you working? Yes. So we haven't received the payment yet from your employer. You gotta let them know. Oh, okay. All right? Okay. All right. Thank you for giving us a call. Thank you too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yes, I'm Stephanie. And I'm call you for my insurance and I need to change my, eh, eh, address.

Speaker speaker_0: Okay. And who do you work for?

Speaker speaker_1: Uh, uh, AGC.

Speaker speaker_0: I c- I could barely hear you, ma'am.

Speaker speaker_1: Huh?

Speaker speaker_0: I could barely hear you.

Speaker speaker_1: Here, one sec.

Speaker speaker_0: You want information about your insurance. That's what you said?

Speaker speaker_1: Yeah.

Speaker speaker_0: Who do you work for?

Speaker speaker_1: AGC.

Speaker speaker_0: ATC?

Speaker speaker_1: Yes, AGC.

Speaker speaker_0: Eh, that's the name of the staffing agency?

Speaker speaker_1: Stephanie Toshio.

Speaker speaker_0: No, the agency. Yes, ma'am.

Speaker speaker_1: Oh, Wingstop.

Speaker speaker_0: Wingstop?

Speaker speaker_1: Wingstop, yeah.

Speaker speaker_0: And what's the last four digits of your Social?

Speaker speaker_1: Yes.

Speaker speaker_0: The last four digits of your Social, ma'am.

Speaker speaker_1: Yes?

Speaker speaker_0: The last four digits of your Social, ma'am.

Speaker speaker_1: Yes?

Speaker speaker_0: The last four digits of your Social.

Speaker speaker_1: Oh, okay, oh, okay. 9161.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Stephanie Toshio.

Speaker speaker_0: Miss Toshio, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Okay. I have a new address.

Speaker speaker_0: Okay, but can you tell me the old one first and then we change the new... to the new one?

Speaker speaker_1: Okay. Um... one second, please.

Speaker speaker_0: Sure.

Speaker speaker_1: The new address or the, the-

Speaker speaker_0: Old address. The old address.

Speaker speaker_1: Oh, old address, okay. 362241 18th Avenue, Naples, Florida.

Speaker speaker_0: The ZIP Code?

Speaker speaker_1: 34120.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Yes, um, 11/5/1995.

Speaker speaker_0: Thank you. We have a telephone number on file, 317-969-0932.

Speaker speaker_1: Yes.

Speaker speaker_0: And what is your new address, ma'am?

Speaker speaker_1: Yes, my new address, 300 Snyder Way, Apartment-

Speaker speaker_0: Okay, what's the name-

Speaker speaker_1: ... 106.

Speaker speaker_0: ... of the... Okay, slow down, ma'am. 300-

Speaker speaker_1: Okay.

Speaker speaker_0: What's the name of the street?

Speaker speaker_1: 300 Snyder Way.

Speaker speaker_0: Okay. Highway?

Speaker speaker_1: Snyder Way.

Speaker speaker_0: Can you spell that for me?

Speaker speaker_1: S-N-Y...

Speaker speaker_0: D-E-O. Okay.

Speaker speaker_1: Snyder Way, Apartment 106.

Speaker speaker_0: And that's a street or avenue?

Speaker speaker_1: The new.

Speaker speaker_0: Okay. And what's the city?

Speaker speaker_1: Waters, Kentucky.

Speaker speaker_0: Kentucky is a state?

Speaker speaker_1: Yes.

Speaker speaker_0: And what's the ZIP Code?

Speaker speaker_1: Waters.

Speaker speaker_0: You know the ZIP Code?

Speaker speaker_1: The ZIP Code?

Speaker speaker_0: Yes, I need the ZIP Code of the address.

Speaker speaker_1: Okay. Okay, 40160.

Speaker speaker_0: All right. Is there anything else that you need help with?

Speaker speaker_1: Wh- what?

Speaker speaker_0: Is anything else that you need help with?

Speaker speaker_1: Yes.

Speaker speaker_0: How may I help you?

Speaker speaker_1: Eh, I need to know if, eh, my address is, oh, my, eh, eh, insurance is ready.

Speaker speaker_0: No.

Speaker speaker_1: Oh.

Speaker speaker_0: We haven't received any payment from your employer.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay?

Speaker speaker_1: Yes. When-

Speaker speaker_0: Anything else I could do for you?

Speaker speaker_1: When, when is ready please? My insurance.

Speaker speaker_0: When they pay. Are you working?

Speaker speaker_1: Yes.

Speaker speaker_0: So we haven't received the payment yet from your employer. You gotta let them know.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: All right?

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Thank you for giving us a call.

Speaker speaker_1: Thank you too.