

Transcript: Pamela

Blanc-5919616554287104-6133325537001472

Full Transcript

Hello? Thank you for calling Benefits NFR. This is Pamela speaking. How may I help you? Hey. I was talking to a really nice gal named Pearl. Um, and she... I'm having trouble getting MetLife Vision, the VSP plan, to verify my account. However, Pearl did get ahold of MetLife. I was in the pro- I gave the, the MetLife person all my information, and then the phone went dead, and I never got a call back. And, um, right. Just bear with... May I have the last four digits of your Social? 7634. And what's the name of the staffing agency? Leslie, L-E-S-L-I-E. Osmera. O, S as in Sam, M as in Mary, E-R-A. And the name of the staffing agency you work for? I'm sorry, the name what? Of the staffing agency you work for. Oh. Oxford Global Resources. Can you say the last four, 7364? The, what, what do you need? The last six, last four of my Social Security number? Mm-hmm. 7634. Oh, I've got it wrong. Seven-six... Okay. This is meta for security reason. Just let me sure I have them. I'm in the correct file- 1427 Yorkshire Drive, Austin, Texas, 78723. Birthday is 5/25/1961. Right. So if I see Pearl, I'll contact you then. Um... Right. Bear with me, so I could get someone on the line. Thank you.

Conversation Format

Speaker speaker_0: Hello? Thank you for calling Benefits NFR. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hey. I was talking to a really nice gal named Pearl. Um, and she... I'm having trouble getting MetLife Vision, the VSP plan, to verify my account. However, Pearl did get ahold of MetLife. I was in the pro- I gave the, the MetLife person all my information, and then the phone went dead, and I never got a call back.

Speaker speaker_0: And, um, right. Just bear with... May I have the last four digits of your Social?

Speaker speaker_1: 7634.

Speaker speaker_0: And what's the name of the staffing agency?

Speaker speaker_1: Leslie, L-E-S-L-I-E. Osmera. O, S as in Sam, M as in Mary, E-R-A.

Speaker speaker_0: And the name of the staffing agency you work for?

Speaker speaker_1: I'm sorry, the name what?

Speaker speaker_0: Of the staffing agency you work for.

Speaker speaker_1: Oh. Oxford Global Resources.

Speaker speaker_0: Can you say the last four, 7364?

Speaker speaker_1: The, what, what do you need? The last six, last four of my Social Security number?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: 7634.

Speaker speaker_0: Oh, I've got it wrong. Seven-six... Okay. This is meta for security reason. Just let me sure I have them. I'm in the correct file-

Speaker speaker_1: 1427 Yorkshire Drive, Austin, Texas, 78723. Birthday is 5/25/1961.

Speaker speaker_0: Right. So if I see Pearl, I'll contact you then. Um... Right. Bear with me, so I could get someone on the line.

Speaker speaker_1: Thank you.