

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits 00:00:01This is Pamela speaking. How may I help you? Hi. This is Darian Johnson. I was calling to see, um... I pay for insurance every week and I'm just trying to see what it covers and get some information on it. And who do you work for? Um, Columbia Distribution. I work through Innovative Staffing. Okay. May I have the last four digits of your social, so I can pull up your file? It's 3855. Your first and last name, ma'am? Darian Johnson. D-A-R-R-I-A-N Johnson. Okay. Ms. Johnson, for security reasons, and just to make sure we are in the correct file, can you please verify the complete address and date of birth? Uh, 2708 Bent Creek Drive and 11/25/99. Is that the address on there? I'm not, I'm not... It could be another one. I'm not sure what address I put when I started. Okay. So, uh, can you repeat the name of the street? Bent Creek. B-E-N-T- Okay. And, um, okay. This is the one we have. Can you tell me the, the city, state and ZIP code, please? Evansville, Indiana 47715. Okay. We have a telephone number on file 812-470-0664. A new email is dmaryj with three y@gmail.com.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 00:00:01This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. This is Darian Johnson. I was calling to see, um... I pay for insurance every week and I'm just trying to see what it covers and get some information on it.

Speaker speaker_0: And who do you work for?

Speaker speaker_1: Um, Columbia Distribution. I work through Innovative Staffing.

Speaker speaker_0: Okay. May I have the last four digits of your social, so I can pull up your file?

Speaker speaker_1: It's 3855.

Speaker speaker_0: Your first and last name, ma'am?

Speaker speaker_1: Darian Johnson. D-A-R-R-I-A-N Johnson.

Speaker speaker_0: Okay. Ms. Johnson, for security reasons, and just to make sure we are in the correct file, can you please verify the complete address and date of birth?

Speaker speaker_1: Uh, 2708 Bent Creek Drive and 11/25/99. Is that the address on there? I'm not, I'm not... It could be another one. I'm not sure what address I put when I started.

Speaker speaker_0: Okay. So, uh, can you repeat the name of the street?

Speaker speaker_1: Bent Creek. B-E-N-T-

Speaker speaker_0: Okay. And, um, okay. This is the one we have. Can you tell me the, the city, state and ZIP code, please?

Speaker speaker_1: Evansville, Indiana 47715.

Speaker speaker_0: Okay. We have a telephone number on file 812-470-0664. A new email is dmaryj with three y@gmail.com.