

## **Transcript: Pamela**

**Blanc-6440032315326464-5985865293578240**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accords. This is Pamela speaking, how may I help you? Hi, my name is Israel and, uh, I already got the, uh, the card on, on, uh, through, through mail for, um, MetLife for Vision. And I'm calling the number in the back and it says to enter the, the phone number and it's saying it's, uh, it's invalid. Like, when I enter my phone number. I don't know what, um, what to do. Um, bear with me. Maybe the number is not... What's the number that you dialed in? I entered... The number that I dialed, okay, it's on the card and it says, um, 1-800-615-1883. Give me one second. Let me double check on that number, just bear with me. Okay. Hello? Yes. I'm so sorry I make you wait this long, but we were trying to figure out- Okay. ... well, because that's the same number I have. So, try this number. Um, do you have a pen? Yeah. 855-638- 855- 638- ... 638... 3931. What was that last part? 3-9-3-1. So, it's, uh, 855-638-3931? Yes, sir. Okay, I'll try that number. All right, thank you. Sorry for the inconvenience. Thank you. That's fine. Thank you. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits and Accords. This is Pamela speaking, how may I help you?

Speaker speaker\_2: Hi, my name is Israel and, uh, I already got the, uh, the card on, on, uh, through, through mail for, um, MetLife for Vision. And I'm calling the number in the back and it says to enter the, the phone number and it's saying it's, uh, it's invalid. Like, when I enter my phone number. I don't know what, um, what to do.

Speaker speaker\_1: Um, bear with me. Maybe the number is not... What's the number that you dialed in?

Speaker speaker\_2: I entered... The number that I dialed, okay, it's on the card and it says, um, 1-800-615-1883.

Speaker speaker\_1: Give me one second. Let me double check on that number, just bear with me.

Speaker speaker\_2: Okay.

Speaker speaker\_3: Hello?

Speaker speaker\_4: Yes.

Speaker speaker\_5: I'm so sorry I make you wait this long, but we were trying to figure out-

Speaker speaker\_4: Okay.

Speaker speaker\_5: ... well, because that's the same number I have. So, try this number. Um, do you have a pen?

Speaker speaker\_4: Yeah.

Speaker speaker\_5: 855-638-

Speaker speaker\_6: 855-

Speaker speaker\_5: 638-

Speaker speaker\_6: ... 638...

Speaker speaker\_5: 3931.

Speaker speaker\_6: What was that last part?

Speaker speaker\_5: 3-9-3-1.

Speaker speaker\_6: So, it's, uh, 855-638-3931?

Speaker speaker\_5: Yes, sir.

Speaker speaker\_6: Okay, I'll try that number.

Speaker speaker\_5: All right, thank you. Sorry for the inconvenience.

Speaker speaker\_6: Thank you. That's fine. Thank you. Bye-bye.