

## Transcript: Pamela

**Blanc-6541849323421696-5812079753216000**

### Full Transcript

Good morning, Betty. This is Pamela speaking. How may I help you? Hi, my name is, um, Kashara and- I could barely hear you, ma'am. Can you hear me now? Yes. My name is Kashara and um, I have, I had signed up for enrollment, but I don't know if it's showing up because they've been telling me that it haven't been, but I just want to enroll if I haven't, if I'm not enrolled. Okay. And who do you work for, ma'am? EMAU. May I have the last four digits of your Social? 5850. And your first and last name? Kashara Pieske-Griffin. Ms. Griffin, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? June 7th, 1993 at 1033 Country Place Drive. And where is this address located? I need the whole address to, to make sure I have the correct address. So Augusta, Georgia, three zero nine zero six. Thank you for the information. We have a phone number on file, 706-7559... 5290. Yes. And your email is your first name, D-E... Uh, cuspy@Gmail.com? It is. All right. So I see here. Okay, so your benefits are active, um, again today. I mean, yesterday. Did you miss... Um, okay, so do you want to make changes or anything like that? No, I just wanted to make sure I had them because I had received a message saying that it was the last days of Friday for open enrolling, and I just wanted to make sure... Oh, yeah. Oh, no, no problem. Yes. Um, you are enrolled and they are active. Okay, thank you. Thank you for giving us a call. Have a great rest of the day. You too.

### Conversation Format

Speaker speaker\_0: Good morning, Betty. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi, my name is, um, Kashara and-

Speaker speaker\_0: I could barely hear you, ma'am.

Speaker speaker\_1: Can you hear me now?

Speaker speaker\_0: Yes.

Speaker speaker\_1: My name is Kashara and um, I have, I had signed up for enrollment, but I don't know if it's showing up because they've been telling me that it haven't been, but I just want to enroll if I haven't, if I'm not enrolled.

Speaker speaker\_0: Okay. And who do you work for, ma'am?

Speaker speaker\_1: EMAU.

Speaker speaker\_0: May I have the last four digits of your Social?

Speaker speaker\_1: 5850.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Kashara Pieske-Griffin.

Speaker speaker\_0: Ms. Griffin, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: June 7th, 1993 at 1033 Country Place Drive.

Speaker speaker\_0: And where is this address located? I need the whole address to, to make sure I have the correct address.

Speaker speaker\_1: So Augusta, Georgia, three zero nine zero six.

Speaker speaker\_0: Thank you for the information. We have a phone number on file, 706-7559... 5290.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And your email is your first name, D-E... Uh, cuspy@Gmail.com?

Speaker speaker\_1: It is.

Speaker speaker\_0: All right. So I see here. Okay, so your benefits are active, um, again today. I mean, yesterday. Did you miss... Um, okay, so do you want to make changes or anything like that?

Speaker speaker\_1: No, I just wanted to make sure I had them because I had received a message saying that it was the last days of Friday for open enrolling, and I just wanted to make sure...

Speaker speaker\_0: Oh, yeah. Oh, no, no problem. Yes. Um, you are enrolled and they are active.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: You too.