

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center of Card. This is Pamela speaking. How may I help you? Uh, yes, ma'am. Yeah, I just want to do an, uh, an update. I found, uh, my other child's, uh, Social Security number, and I wanted to update her Social Security number on my policy. Okay. May I have the last three digit- of your social and the staffing agency you work for? Serge Staffing Solution- uh, Serge- Serge Staffing and 1918. And your first and last name? Frederick Branford. Can you repeat your last name for me please? Branford. B-R-A-N-F-O-R-D. Branford. Sorry about that. Okay. Mr. Branford, 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? Date of birth 9/30/75. A-address 304 Maryland Drive, Jasper, Tennessee 37347. We have a phone number 54234134921 and your email is fredpup038 at gmail.com. Correct. And so you wanted to add Amari social? Yeah. I want- Yeah. Yeah, her Social, yes. What is the number? 763-12-763. Mm-hmm. 12- Okay, I'm sorry. 2815. 2815. All right. Okay. Is there anything else that you need help with, sir? Uh, no. That's- No, that was- that would be all for right now. Okay. Thank you for giving us a call. Have a great rest of the day. You too. 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 Center of Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Uh, yes, ma'am. Yeah, I just want to do an, uh, an update. I found, uh, my other child's, uh, Social Security number, and I wanted to update her Social Security number on my policy.

Speaker speaker_1: Okay. May I have the last three digit- of your social and the staffing agency you work for?

Speaker speaker_2: Serge Staffing Solution- uh, Serge- Serge Staffing and 1918.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Frederick Branford.

Speaker speaker_1: Can you repeat your last name for me please?

Speaker speaker_2: Branford. B-R-A-N-F-O-R-D. Branford. Sorry about that.

Speaker speaker_1: Okay. Mr. Branford, 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_2: Date of birth 9/30/75. A-address 304 Maryland Drive, Jasper, Tennessee 37347.

Speaker speaker_1: We have a phone number 54234134921 and your email is fredpup038 at gmail.com.

Speaker speaker_2: Correct.

Speaker speaker_1: And so you wanted to add Amari social?

Speaker speaker_2: Yeah. I want- Yeah. Yeah, her Social, yes.

Speaker speaker_1: What is the number?

Speaker speaker_2: 763-12-763.

Speaker speaker_1: Mm-hmm. 12-

Speaker speaker_2: Okay, I'm sorry. 2815.

Speaker speaker_1: 2815. All right. Okay. Is there anything else that you need help with, sir?

Speaker speaker_2: Uh, no. That's- No, that was- that would be all for right now.

Speaker speaker_1: Okay. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: You too. Bye-bye.