

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... card. This is Emily speaking. How may I help you? Oh, no, I just called because I don't want the benefits for insurance. Who do you work for, ma'am? Um, benefits. What's the name of the government agency? Uh, American Staff Corps. American Staff Corp? Yes. May I have the last four digits of your Social? 9799. And your first and last name? Helena Martinez. Miss Martinez, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Our address is 10652 East 33rd Street, Tulsa, Oklahoma 74146. And my birthday was August 22nd, 1982. Thank you for the information. We have a telephone number on file, 9188528774, and your email is your first last name, 126@gmail.com? Yes. And you say you want to decline the benefits, right? Mm-hmm. Yes. All right. Why not proceed and decline the benefits. Is there anything else I could do for you? That'll be all. Thank you for giving us a call today. Have a great rest of your day, ma'am. Bye. 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 ... card. This is Emily speaking. How may I help you?

Speaker speaker_2: Oh, no, I just called because I don't want the benefits for insurance.

Speaker speaker_1: Who do you work for, ma'am?

Speaker speaker_2: Um, benefits.

Speaker speaker_1: What's the name of the government agency?

Speaker speaker_2: Uh, American Staff Corps.

Speaker speaker_1: American Staff Corp?

Speaker speaker_2: Yes.

Speaker speaker_1: May I have the last four digits of your Social?

Speaker speaker_2: 9799.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Helena Martinez.

Speaker speaker_1: Miss Martinez, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Our address is 10652 East 33rd Street, Tulsa, Oklahoma 74146. And my birthday was August 22nd, 1982.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 9188528774, and your email is your first last name, 126@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: And you say you want to decline the benefits, right?

Speaker speaker_2: Mm-hmm. Yes.

Speaker speaker_1: All right. Why not proceed and decline the benefits. Is there anything else I could do for you?

Speaker speaker_2: That'll be all.

Speaker speaker_1: Thank you for giving us a call today. Have a great rest of your day, ma'am.

Speaker speaker_2: Bye. Thank you.

Speaker speaker_1: Bye-bye.