

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Insure Florida, this is Pamela speaking. How may I help you? Yes. Oh, my name is Willie Dixon. Tell me- I was calling because I want... I, I was calling because I want to change my insurance. Who do you work for? Carl Stockins. Can I have the last four digits of your social? Seven four seven two. Seven four seven two? Seven four seven two. Can you repeat your name for me, sir? Willie Dixon. Mr. Dixon, 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? Uh, address is, uh, two... uh, 723 West Brown Street, Seymour, Indiana. Zip code, four seven two seven four. Thank you. Date of birth- Mm-hmm. ... December, December 7, 1983. Thank you for the information. We have a telephone number on file, it's 9542780461 and your email is blackbird@08... 813. Yes. All right. Unfortunately, we cannot, um, cancel your benefits because this is a court order that enrolled yourself and the child on health insurance. Okay. Um. Oh. Let's see. You should be receiving ID card. Yeah. What's the- I did receive like two. Okay. Yeah, that's the reason you are en- enrolled. Oh, okay, okay, okay. No, I thought it was just ... okay. No problem. Okay, thank you. Thank you for giving us a call. Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Insure Florida, this is Pamela speaking. How may I help you?

Speaker speaker_2: Yes. Oh, my name is Willie Dixon.

Speaker speaker_1: Tell me-

Speaker speaker_2: I was calling because I want... I, I was calling because I want to change my insurance.

Speaker speaker_1: Who do you work for?

Speaker speaker_2: Carl Stockins.

Speaker speaker_1: Can I have the last four digits of your social?

Speaker speaker_2: Seven four seven two.

Speaker speaker_1: Seven four seven two?

Speaker speaker_2: Seven four seven two.

Speaker speaker_1: Can you repeat your name for me, sir?

Speaker speaker_2: Willie Dixon.

Speaker speaker_1: Mr. Dixon, 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: Uh, address is, uh, two... uh, 723 West Brown Street, Seymour, Indiana. Zip code, four seven two seven four.

Speaker speaker_1: Thank you.

Speaker speaker_2: Date of birth-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... December, December 7, 1983.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, it's 9542780461 and your email is blackbird@08... 813.

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Unfortunately, we cannot, um, cancel your benefits because this is a court order that enrolled yourself and the child on health insurance.

Speaker speaker_2: Okay.

Speaker speaker_1: Um.

Speaker speaker_2: Oh.

Speaker speaker_1: Let's see. You should be receiving ID card.

Speaker speaker_2: Yeah.

Speaker speaker_1: What's the-

Speaker speaker_2: I did receive like two.

Speaker speaker_1: Okay. Yeah, that's the reason you are en- enrolled.

Speaker speaker_2: Oh, okay, okay, okay. No, I thought it was just ... okay.

Speaker speaker_1: No problem.

Speaker speaker_2: Okay, thank you.

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

Speaker speaker_2: You too.