

Transcript: Pamela

Blanc-4528527327674368-6082303285051392

Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Uh, yes, ma'am. Uh, my name is David Kelly and, uh, I was trying to find out some information. I used to work for MAU, and, um, I no longer work there. It was through GE. And I was f- trying to find out the very last day I had a coverage with y'all guys. Okay. And who do you... You said you worked for who? For MAU. Last four digits of your Social Security number? Yes. Can you tell me the last four digits of your Social? 6093. Your first and last name? David Kelly. K-E-L-L-Y. Thank you, Mr. Kelly. 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? My address is 757 Kingswood Valley Drive, Moore, South Carolina, 29369. My birthday is 11/1/62. Thank you for the information. We have a phone number on file, 864-597-9631. That's correct. And your email is dkelly- Yes. ... dkelly2123@bellsouth.net. That's correct. The last day of, uh, coverage you had, it was on the 2nd of February. Okay. On Sunday. The la- the last day of coverage is sec- February 2nd? Yes, sir. Okay. Okay. So that's after... any time after... Okay, so that's, that's as of couple days ago. Yeah. Yeah, on Sunday. Okay. Okay. Sunday is my last day of coverage. Okay. All righty. Your... Yeah. Yes. Thank you. Okay. Anything else? I could- Thank you. I think that's it. Okay. Okay. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Uh, yes, ma'am. Uh, my name is David Kelly and, uh, I was trying to find out some information. I used to work for MAU, and, um, I no longer work there. It was through GE. And I was f- trying to find out the very last day I had a coverage with y'all guys.

Speaker speaker_0: Okay. And who do you... You said you worked for who?

Speaker speaker_1: For MAU.

Speaker speaker_0: Last four digits of your Social Security number?

Speaker speaker_1: Yes.

Speaker speaker_0: Can you tell me the last four digits of your Social?

Speaker speaker_1: 6093.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: David Kelly. K-E-L-L-Y.

Speaker speaker_0: Thank you, Mr. Kelly. 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: My address is 757 Kingswood Valley Drive, Moore, South Carolina, 29369. My birthday is 11/1/'62.

Speaker speaker_0: Thank you for the information. We have a phone number on file, 864-597-9631.

Speaker speaker_1: That's correct.

Speaker speaker_0: And your email is dkelly-

Speaker speaker_1: Yes.

Speaker speaker_0: ... dkelly2123@bellsouth.net.

Speaker speaker_1: That's correct.

Speaker speaker_0: The last day of, uh, coverage you had, it was on the 2nd of February.

Speaker speaker_1: Okay.

Speaker speaker_0: On Sunday.

Speaker speaker_1: The la- the last day of coverage is sec- February 2nd?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Okay. So that's after... any time after... Okay, so that's, that's as of couple days ago. Yeah.

Speaker speaker_0: Yeah, on Sunday.

Speaker speaker_1: Okay. Okay. Sunday is my last day of coverage. Okay. All righty.

Speaker speaker_0: Your... Yeah. Yes. Thank you.

Speaker speaker_1: Okay.

Speaker speaker_0: Anything else? I could-

Speaker speaker_1: Thank you. I think that's it. Okay. Okay. Thank you.

Speaker speaker_0: Bye-bye.