

## Transcript: Pamela

**Blanc-4618729773252608-4790949002788864**

### Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hey, how you doing today, ma'am? Good, and you, sir? All right. Yes, ma'am. I was calling because, um, I was trying to see how it's working with MAU and I was trying to see what you can... is it where you guys have my old... my policy number? May I have the last four digits of your social? 7307. Your first and last name, sir? O'Brien. O-B-R-I-E-N. Last name, O-B-R-I-E-N. Mr. O'Brian, for security reasons just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yes, ma'am. It's 1099 Lakeview Road, Old Rock, Alabama. 3/10/1979. Zip code 36360. Thank you for the information. We have a telephone number on file, 580-583-7307. Yes, ma'am. Okay. Mr. O'Brian, um, I see that your policy is back from 2023, '24. Let's see. I'm gonna see what I have available, um, just bear with me, please. Yes, ma'am. Mr. O'Brien? Yes, ma'am. I'm here. All right. Um, on our end, I do not have... let me see something. Hold on. Give me one second. Let me try something else because this is not coming up, so give me one more second. Trying to see if I have available the medical, because the dental is not available to us anymore. Neither the medical- Okay. All right? Yes, ma'am. Is there anything else I could do for you? Well, this... it was... it was... so it was no way to even pull it up? No type of way? I don't have a policy number. Mm-mm. Because this is back from 2020, um, '3. Mm-hmm. And... and... no. That is not available. Well, that's it, y'all. Thanks. Thank you. All righty. I probably... I know if I had a card, I'm pretty sure it's probably at home. So I, um, I was just at work right now. I'm just trying to see what was my policy. To give you guys a call. Oh, okay. I'm sorry for- But, y'all- ... not being able to help you. Thank you. Yes, ma'am. I appreciate it. All right. All right. Thank you, ma'am. Where is he at?

### 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: Hey, how you doing today, ma'am?

Speaker speaker\_0: Good, and you, sir?

Speaker speaker\_1: All right. Yes, ma'am. I was calling because, um, I was trying to see how it's working with MAU and I was trying to see what you can... is it where you guys have my old... my policy number?

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

Speaker speaker\_1: 7307.

Speaker speaker\_0: Your first and last name, sir?

Speaker speaker\_1: O'Brien. O-B-R-I-E-N. Last name, O-B-R-I-E-N.

Speaker speaker\_0: Mr. O'Brian, 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\_1: Yes, ma'am. It's 1099 Lakeview Road, Old Rock, Alabama. 3/10/1979. Zip code 36360.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file, 580-583-7307.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Mr. O'Brian, um, I see that your policy is back from 2023, '24. Let's see. I'm gonna see what I have available, um, just bear with me, please.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Mr. O'Brien?

Speaker speaker\_1: Yes, ma'am. I'm here.

Speaker speaker\_0: All right. Um, on our end, I do not have... let me see something. Hold on. Give me one second. Let me try something else because this is not coming up, so give me one more second. Trying to see if I have available the medical, because the dental is not available to us anymore. Neither the medical-

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Is there anything else I could do for you?

Speaker speaker\_1: Well, this... it was... it was... so it was no way to even pull it up? No type of way?

Speaker speaker\_0: I don't have a policy number. Mm-mm. Because this is back from 2020, um, '3.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And... and... no. That is not available.

Speaker speaker\_2: Well, that's it, y'all. Thanks. Thank you.

Speaker speaker\_1: All righty. I probably... I know if I had a card, I'm pretty sure it's probably at home. So I, um, I was just at work right now. I'm just trying to see what was my policy. To give you guys a call.

Speaker speaker\_0: Oh, okay. I'm sorry for-

Speaker speaker\_1: But, y'all-

Speaker speaker\_0: ... not being able to help you. Thank you.

Speaker speaker\_1: Yes, ma'am. I appreciate it.

Speaker speaker\_0: All right.

Speaker speaker\_1: All right. Thank you, ma'am.

Speaker speaker\_2: Where is he at?