

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi, how you doing? My name is Shemsa Ziad, and I'm a new client to you guys. And last I spoke to a young- last I spoke with the young ladies who said as, as long as my- I'm paying my, my monthly, I'm active but I don't have my card yet. And I have, I had three scheduled doctor's appointments. Is there any way you can help me with my information so I can see the doctor today? Sure. May I have the name of the staffing agency, please? Uh, TRC. Um- And the last four digits of the Social Security? 7607. Your first and last name? Shemsa Ziad. Mr. Ziad, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Sure. My address is 405 Fairburn Road, um, Southwest, Atlanta, Georgia. I mean, I'm sorry. Southwest Unit 264, Atlanta, Georgia, 30331. Date of birth was 010783. Thank you for the information. We have a phone number on file, 87- 678-761-7344. And your email is iamkem@outlook.com. Yes, that's correct. Thank you. Um, all right. Let's see. So let me call you in a brief while to see if the ID cards are already getting ready or not. I'm, uh, I'm talking to them now. So I could send you a copy of them to start with me? No, no, no. The insurance number. That's why I'm talking to them now. Hold on. Can we reschedule? Yeah. I'm sorry, ma'am. Hold on for one second. Ziad. Yeah, we can reschedule. Okay. What did you tell them when you rescheduled? Um, I just quit some jobs and, yeah, and I had to schedule at the same time the insurance kicked in. And when I, I thought I could stay with United, but they just canceled on me, bro. When I was making payments, they canceled on me. But that was with doing my last job. I gotcha. Yeah. All right, that's okay. Everything's going to be in the mail, right? Mm-hmm. Let me get this motherfucking money out the bank first. We can go ahead and reschedule. We can reschedule. One more thing. I never over-continue. Was she, she was asking me questions, man. I didn't even hear the question. But go ahead. Listen to me. I just know Benefits in a Card. I don't know if it's MetLife. I just know my status and what I paid. For real, I just, like, this did all happen a month ago. And because I've been staying with UnitedHealthcare for the whole month of April, they just rolled over to June. But I made my payments so I thought I would be able to use it. But let's go. We can reschedule because I have, I have no insurance and I can use any, um, doctor that I want. Hold on. Let me see her. Hello? Yes, sir. Um, I went ahead and emailed you the ID cards. Um, check your spam and junk mail. It might go there. It's coming in from info@benefitsinacard. Also, I emailed you a... the instruction on how to register for your prescription plan. Right? Okay, I got it. All right. Anything else I could do for you, sir? No, ma'am, I really appreciate it. All right, thank you for giving us a call. Have a great rest of your day. You too, thank you.

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: Hi, how you doing? My name is Shemsa Ziad, and I'm a new client to you guys. And last I spoke to a young- last I spoke with the young ladies who said as, as long as my- I'm paying my, my monthly, I'm active but I don't have my card yet. And I have, I had three scheduled doctor's appointments. Is there any way you can help me with my information so I can see the doctor today?

Speaker speaker_0: Sure. May I have the name of the staffing agency, please?

Speaker speaker_1: Uh, TRC. Um-

Speaker speaker_0: And the last four digits of the Social Security?

Speaker speaker_1: 7607.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Shemsa Ziad.

Speaker speaker_0: Mr. Ziad, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Sure. My address is 405 Fairburn Road, um, Southwest, Atlanta, Georgia. I mean, I'm sorry. Southwest Unit 264, Atlanta, Georgia, 30331. Date of birth was 010783.

Speaker speaker_0: Thank you for the information. We have a phone number on file, 87-678-761-7344. And your email is iamkem@outlook.com.

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Thank you. Um, all right. Let's see. So let me call you in a brief while to see if the ID cards are already getting ready or not.

Speaker speaker_1: I'm, uh, I'm talking to them now.

Speaker speaker_0: So I could send you a copy of them to start with me?

Speaker speaker_1: No, no, no. The insurance number. That's why I'm talking to them now. Hold on. Can we reschedule? Yeah. I'm sorry, ma'am. Hold on for one second. Ziad. Yeah, we can reschedule.

Speaker speaker_0: Okay. What did you tell them when you rescheduled?

Speaker speaker_1: Um, I just quit some jobs and, yeah, and I had to schedule at the same time the insurance kicked in. And when I, I thought I could stay with United, but they just canceled on me, bro. When I was making payments, they canceled on me. But that was with doing my last job.

Speaker speaker_0: I gotcha.

Speaker speaker_1: Yeah. All right, that's okay. Everything's going to be in the mail, right?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Let me get this motherfucking money out the bank first. We can go ahead and reschedule. We can reschedule. One more thing. I never over- continue. Was she, she was asking me questions, man. I didn't even hear the question. But go ahead. Listen to me. I just know Benefits in a Card. I don't know if it's MetLife. I just know my status and what I paid. For real, I just, like, this did all happen a month ago. And because I've been staying with UnitedHealthcare for the whole month of April, they just rolled over to June. But I made my payments so I thought I would be able to use it. But let's go. We can reschedule because I have, I have no insurance and I can use any, um, doctor that I want. Hold on. Let me see her. Hello?

Speaker speaker_0: Yes, sir. Um, I went ahead and emailed you the ID cards. Um, check your spam and junk mail. It might go there. It's coming in from info@benefitsinacard. Also, I emailed you a... the instruction on how to register for your prescription plan. Right?

Speaker speaker_1: Okay, I got it.

Speaker speaker_0: All right. Anything else I could do for you, sir?

Speaker speaker_1: No, ma'am, I really appreciate it.

Speaker speaker_0: All right, thank you for giving us a call. Have a great rest of your day.

Speaker speaker_1: You too, thank you.