

## Transcript: Pamela

**Blanc-4722908395520000-5207085058408448**

### Full Transcript

Thank you for calling Management Center Card. This is Pamela speaking. How may I help you? Hi. My name is Daniel Hensley. I have a question. So, today, I got an email from you guys to, uh, make a password so I can create my account. And, uh, I see, like, uh, on the dashboard, uh, like, it's health, the health insurance part, like, I can contact doctors and all that. But, uh, the main thing that I really need is how do I go about, you know, contacting a, uh, like an eye doctor 'cause I need to get a prescription changed or whatever? Like- Um... Okay. So you, if you go find, so find providers for you, eye doctors, whatever. Okay. So we... Are you ready for the number? For the eye doctor? Uh-huh. Uh, give me one second. Mm-hmm. Yeah. Go ahead. Okay. Uh. Uh-oh. One second. Where did it go? Okay. So this phone number is 800... No. Sorry. That's not it. No. 855- 855- ... 638- ... 638- ... 3931. All right. All right. Anything else I can do for you, sir? No. That's everything. Thank you. All right. Thank you.

### Conversation Format

Speaker speaker\_0: Thank you for calling Management Center Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi. My name is Daniel Hensley. I have a question. So, today, I got an email from you guys to, uh, make a password so I can create my account. And, uh, I see, like, uh, on the dashboard, uh, like, it's health, the health insurance part, like, I can contact doctors and all that. But, uh, the main thing that I really need is how do I go about, you know, contacting a, uh, like an eye doctor 'cause I need to get a prescription changed or whatever? Like-

Speaker speaker\_0: Um... Okay. So you, if you go find, so find providers for you, eye doctors, whatever. Okay. So we... Are you ready for the number?

Speaker speaker\_1: For the eye doctor?

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: Uh, give me one second.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Yeah. Go ahead.

Speaker speaker\_0: Okay. Uh. Uh-oh. One second. Where did it go? Okay. So this phone number is 800... No.

Speaker speaker\_1: Sorry.

Speaker speaker\_0: That's not it. No. 855-

Speaker speaker\_1: 855-

Speaker speaker\_0: ... 638-

Speaker speaker\_1: ... 638-

Speaker speaker\_0: ... 3931.

Speaker speaker\_1: All right.

Speaker speaker\_0: All right. Anything else I can do for you, sir?

Speaker speaker\_1: No. That's everything. Thank you.

Speaker speaker\_0: All right. Thank you.