

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hi. Uh, yes, um, I have an insurance, uh, through my work with you guys and, uh, I just... I just received a copy of my insurance which is like the, um, the, I believe it's the vision claim submission only. Is it possible, uh, to get a copy of, uh, the dental and the behavioral that I signed up for, uh, through email? Who do you work for, sir? Um, On Track Staffing. May I have the last four digits of your Social so I can look you up in our file? Last four of my Social is 0939. Your first and last name? First name is Mohammed, M-O-H-A-M-M-E-D. Last name is Mahmoud, M-A-H-M-O-U-D. All right. All right. So Mr. Mahmoud, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Yeah. It's 4940 Hickory Woods East, Antioch, Tennessee 37113. Date of birth's October 1st, 1984. Thank you for the information. We have a phone number on file, 615-779-9754, and your email is mohzanic@hotmail.com? Yes. Yes, ma'am. Right. Mohzanic@hotmail.com. No problem. So let me... Could you help me fill out, get the dental ID card? Yeah, yeah, sure. Thank you so much. No problem. Hello? Yes. Hello? Yes. All right. I just sent you the ID card for your dental. Also, I sent you an email to register for your behavioral health. Um, and- Okay, you sent me an email just now? Just two emails. Check your spam, it might go there. It's coming in from info@benefitsinacar. Okay. Let me see. Yep, I got it. Let me, let me check to make sure I have, uh... You should... You should have, uh, two- L- Um... Go ahead. Yeah, I got the card. I got the card. So I should... Okay. If I just take that I should be able to, uh, go to the dentist with that card? Yes, sir. Yes, sir. Oh, perfect. Perfect. Thank, thank you so much. Sure. Yeah, and then I have to register online for the behavioral? Yes, sir. I sent you als- uh, the email. Yeah, the link is securedandpublic@... com/login. Yes, sir. Okay, yeah, I got it. All right, thank you so much. I really appreciate your help. Thank you for giving us a call today, sir. Have a good rest of the day. You too, ma'am. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi. Uh, yes, um, I have an insurance, uh, through my work with you guys and, uh, I just... I just received a copy of my insurance which is like the, um, the, I believe it's the vision claim submission only. Is it possible, uh, to get a copy of, uh, the dental and the behavioral that I signed up for, uh, through email?

Speaker speaker\_0: Who do you work for, sir?

Speaker speaker\_1: Um, On Track Staffing.

Speaker speaker\_0: May I have the last four digits of your Social so I can look you up in our file?

Speaker speaker\_1: Last four of my Social is 0939.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: First name is Mohammed, M-O-H-A-M-M-E-D. Last name is Mahmoud, M-A-H-M-O-U-D.

Speaker speaker\_0: All right. All right. So Mr. Mahmoud, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_1: Yeah. It's 4940 Hickory Woods East, Antioch, Tennessee 37113. Date of birth's October 1st, 1984.

Speaker speaker\_0: Thank you for the information. We have a phone number on file, 615-779-9754, and your email is mohzanic@hotmail.com?

Speaker speaker\_1: Yes. Yes, ma'am.

Speaker speaker\_0: Right.

Speaker speaker\_1: Mohzanic@hotmail.com.

Speaker speaker\_0: No problem. So let me... Could you help me fill out, get the dental ID card?

Speaker speaker\_1: Yeah, yeah, sure. Thank you so much.

Speaker speaker\_0: No problem. Hello?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Hello?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. I just sent you the ID card for your dental. Also, I sent you an email to register for your behavioral health. Um, and-

Speaker speaker\_1: Okay, you sent me an email just now?

Speaker speaker\_0: Just two emails. Check your spam, it might go there. It's coming in from info@benefitsinacar.

Speaker speaker\_1: Okay. Let me see. Yep, I got it. Let me, let me check to make sure I have, uh...

Speaker speaker\_0: You should... You should have, uh, two-

Speaker speaker\_1: L-

Speaker speaker\_0: Um... Go ahead.

Speaker speaker\_1: Yeah, I got the card. I got the card. So I should...

Speaker speaker\_0: Okay.

Speaker speaker\_1: If I just take that I should be able to, uh, go to the dentist with that card?

Speaker speaker\_0: Yes, sir. Yes, sir.

Speaker speaker\_1: Oh, perfect. Perfect. Thank, thank you so much.

Speaker speaker\_0: Sure.

Speaker speaker\_1: Yeah, and then I have to register online for the behavioral?

Speaker speaker\_0: Yes, sir. I sent you als- uh, the email.

Speaker speaker\_1: Yeah, the link is [securedandpublic@... com/login](mailto:securedandpublic@...com/login).

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay, yeah, I got it. All right, thank you so much. I really appreciate your help.

Speaker speaker\_0: Thank you for giving us a call today, sir. Have a good rest of the day.

Speaker speaker\_1: You too, ma'am. Bye-bye.