

Transcript: Pamela

Blanc-4841419637309440-5245875700940800

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card, it's Pamela. How may I help you? Hi, my name is Taquan Durham. Is this... Hello? Yes, I can barely hear you, ma'am. Okay. Hold on. One second. Mm-hmm. Hello? Yes, ma'am. Can you hear me now? Yes. Okay. My name is Taquan Durham. Um, I had a question about my dental. I need a insurance card or like a virtual card that I'm able, or a number that I'm able to show, uh, at the dentist office tomorrow. I was wondering, would you be able to provide that for me? Sure. Who do you work for? Uh, MAU. May I have the last four digits of your social so I can pull up your, uh, account? Two, two, one, four, seven. 2947? 2147. Two... Your first and last name? Taquan Durham. Ms. Durham, 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. Um, my address is 717 Pleasant Ridge Avenue, Greenville, South Carolina, 29605. And my date of birth is June 27th, 95. Thank you for your information. We have a phone number on file, 864-505-22574. I mean, I'm sorry, 2572. Yes. Mm-hmm. Right. Um, your email is chi.yourlastnamedurham@y!mail.com? Yes. Okay. Let me put you in a brief, oh, well, to pull up the file and send you the ID card. Okay. Thank you. Ms. Durham? Hello? Thank you for holding. I'll proceed to email you the ID card. I emailed you the dental and vision card as well. Check your spam- Okay, thank you. ... and junk mail, and that, it might go there. I'm sorry? Check your spam and junk mail. It might go there. Okay, I just got them. Thank you so much. All right. Thank you for giving us a call. Have a great rest of the day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits Center Card, it's Pamela. How may I help you?

Speaker speaker_2: Hi, my name is Taquan Durham. Is this... Hello?

Speaker speaker_1: Yes, I can barely hear you, ma'am.

Speaker speaker_2: Okay. Hold on. One second.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Hello?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Can you hear me now?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. My name is Taquan Durham. Um, I had a question about my dental. I need a insurance card or like a virtual card that I'm able, or a number that I'm able to show, uh, at the dentist office tomorrow. I was wondering, would you be able to provide that for me?

Speaker speaker_1: Sure. Who do you work for?

Speaker speaker_2: Uh, MAU.

Speaker speaker_1: May I have the last four digits of your social so I can pull up your, uh, account?

Speaker speaker_2: Two, two, one, four, seven.

Speaker speaker_1: 2947?

Speaker speaker_2: 2147.

Speaker speaker_1: Two... Your first and last name?

Speaker speaker_2: Taquan Durham.

Speaker speaker_1: Ms. Durham, 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_2: Um, my address is 717 Pleasant Ridge Avenue, Greenville, South Carolina, 29605. And my date of birth is June 27th, 95.

Speaker speaker_1: Thank you for your information. We have a phone number on file, 864-505-22574. I mean, I'm sorry, 2572.

Speaker speaker_2: Yes. Mm-hmm.

Speaker speaker_1: Right. Um, your email is chi.yourlastnamedurham@y!mail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Let me put you in a brief, oh, well, to pull up the file and send you the ID card.

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you. Ms. Durham?

Speaker speaker_2: Hello?

Speaker speaker_1: Thank you for holding. I'll proceed to email you the ID card. I emailed you the dental and vision card as well. Check your spam-

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: ... and junk mail, and that, it might go there.

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Check your spam and junk mail. It might go there.

Speaker speaker_2: Okay, I just got them. Thank you so much.

Speaker speaker_1: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: You too. Bye-bye.