

Transcript: Pamela

Blanc-4926422656958464-4657439189975040

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Pamela, yes, good afternoon. Hi. This is Rodney Blackwell and I'm calling to verify my, um, dental insurance. I do have the vision and medical card on hand, but I don't have that, um, dental. I just wanna call and verify I get the number, 'cause I'm at the dentist right now. He possibly gonna be using it. No problem. May I have the last four digits of your social and the staffing agency you're working for? Okay. Um, last four digits is 5410 and the agency is MAU. Mr. Blackwell- Mm-hmm. ... can we please verify your complete address and date of birth? Yes, um- With the new increases, to make sure we have the correct file. Oh, okay. Oh, that... You saying now the, the, um... Address would be 2- 281 Old Jackson Highway, Jackson, South Carolina. 29831 ZIP code. And what else had you needed? Your date of birth. Okay, my date of birth's 6/24/1967. That's your ZIP code, 29831? Yes. Okay. Um, we have an email, which is your first name- Yes. Little- ... um, little, little 64- Little, L-I-T-T... Yes, 64@gmail.com. Okay. If you would like, I could send you an email with your ID card. Yes, please. You never... You never received the dental? I, I, you know, I, I don't, I don't... I don't see it and I... Like I said, I had the medical and the, um, vision, but I, I, I couldn't find out. And they could be at home. I never put them in my wallet because- Okay. ... they take up too much space in there for one. Mm-hmm, I understand. And I don't need them every day. Yes. Okay. So I'm gonna go ahead and email you the dental. Mm-hmm. It will be coming in from info@benefitsinacard. Check your spam and junk mail. Okay. It might go there. Is there anything else I could do for you, Mr.- No, not at the moment. Blackwell? No, not, not at the moment. All right. Thank you for giving us a call today and have a great rest of the day, sir. Don't forget- Thank you as well. ... to check your spam and junk mail. I will. All right, thank you. All right. Bye-bye. Mm-hmm, 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 in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Pamela, yes, good afternoon. Hi. This is Rodney Blackwell and I'm calling to verify my, um, dental insurance. I do have the vision and medical card on hand, but I don't have that, um, dental. I just wanna call and verify I get the number, 'cause I'm at the dentist right now. He possibly gonna be using it.

Speaker speaker_1: No problem. May I have the last four digits of your social and the staffing agency you're working for?

Speaker speaker_2: Okay. Um, last four digits is 5410 and the agency is MAU.

Speaker speaker_1: Mr. Blackwell-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... can we please verify your complete address and date of birth?

Speaker speaker_2: Yes, um-

Speaker speaker_1: With the new increases, to make sure we have the correct file.

Speaker speaker_2: Oh, okay. Oh, that... You saying now the, the, um... Address would be 2-281 Old Jackson Highway, Jackson, South Carolina. 29831 ZIP code. And what else had you needed?

Speaker speaker_1: Your date of birth.

Speaker speaker_2: Okay, my date of birth's 6/24/1967.

Speaker speaker_1: That's your ZIP code, 29831?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, we have an email, which is your first name-

Speaker speaker_2: Yes. Little-

Speaker speaker_1: ... um, little, little 64-

Speaker speaker_2: Little, L-I-T-T... Yes, 64@gmail.com.

Speaker speaker_1: Okay. If you would like, I could send you an email with your ID card.

Speaker speaker_2: Yes, please.

Speaker speaker_1: You never... You never received the dental?

Speaker speaker_2: I, I, you know, I, I don't, I don't... I don't see it and I... Like I said, I had the medical and the, um, vision, but I, I, I couldn't find out. And they could be at home. I never put them in my wallet because-

Speaker speaker_1: Okay.

Speaker speaker_2: ... they take up too much space in there for one.

Speaker speaker_1: Mm-hmm, I understand.

Speaker speaker_2: And I don't need them every day. Yes.

Speaker speaker_1: Okay. So I'm gonna go ahead and email you the dental.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: It will be coming in from info@benefitsinacard. Check your spam and junk mail.

Speaker speaker_2: Okay.

Speaker speaker_1: It might go there. Is there anything else I could do for you, Mr.-

Speaker speaker_2: No, not at the moment.

Speaker speaker_1: Blackwell?

Speaker speaker_2: No, not, not at the moment.

Speaker speaker_1: All right. Thank you for giving us a call today and have a great rest of the day, sir. Don't forget-

Speaker speaker_2: Thank you as well.

Speaker speaker_1: ... to check your spam and junk mail.

Speaker speaker_2: I will. All right, thank you.

Speaker speaker_1: All right. Bye-bye.

Speaker speaker_2: Mm-hmm, bye.