

Transcript: Pamela

Blanc-4947137967734784-4803036848898048

Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Uh, yes, uh, my name's David Kelly. Uh, I wa- had your insurance when I was at, with MAU out at GE, and, uh, I'm not working out there now, but I would like to get on with my wife's insurance, and I just need to have written information on, uh, when my insurance finishes up. Okay, uh, may I have the last four digits of your Social so I can pull up your file? 6093. Zero, three, nine, three? Six, zero, nine, three. I'm sorry. 6093. Your first and last name, sir? David Kelly. Mr. Kelly, for security reasons and just to make sure we are in the correct file, can we please verify your complete address and date of birth? Yes. Uh, 757 Kingswood Valley Drive, Moore, 29369. Birthdate, 11/1/62. Okay, thank you for c- um, the information. We have a telephone number on file which is, uh, 864-597-9631, and your email is dkelly2123@billsouth.net. That is correct. All right, so I could request a, um, statement of coverage. It take up to 24 hours for you to receive the email. It will be coming- Okay, that's fine. ... at info@benefitsinacard. Okay. Check your spam and junk mail. It might go there. Okay, so within 24 hours, you say? Yes, sir. Okay, I appreciate that. Thank you. Mm-hmm. Bye.

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: Uh, yes, uh, my name's David Kelly. Uh, I wa- had your insurance when I was at, with MAU out at GE, and, uh, I'm not working out there now, but I would like to get on with my wife's insurance, and I just need to have written information on, uh, when my insurance finishes up.

Speaker speaker_0: Okay, uh, may I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: 6093.

Speaker speaker_0: Zero, three, nine, three?

Speaker speaker_1: Six, zero, nine, three.

Speaker speaker_0: I'm sorry. 6093. Your first and last name, sir?

Speaker speaker_1: David Kelly.

Speaker speaker_0: Mr. Kelly, for security reasons and just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker_1: Yes. Uh, 757 Kingswood Valley Drive, Moore, 29369. Birthdate, 11/1/62.

Speaker speaker_0: Okay, thank you for c- um, the information. We have a telephone number on file which is, uh, 864-597-9631, and your email is dkelly2123@billsouth.net.

Speaker speaker_1: That is correct.

Speaker speaker_0: All right, so I could request a, um, statement of coverage. It take up to 24 hours for you to receive the email. It will be coming-

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: ... at info@benefitsinacard.

Speaker speaker_1: Okay.

Speaker speaker_0: Check your spam and junk mail. It might go there.

Speaker speaker_1: Okay, so within 24 hours, you say?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, I appreciate that. Thank you.

Speaker speaker_0: Mm-hmm. Bye.