

## **Transcript: Pamela**

**Blanc-4989785611091968-5436451187245056**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Pamela speaking. How may, how may I help you? Yeah. Someone called my phone. Tommy Montgomery. You are... Okay. So we are the administrator for health insurance for- Yeah. I, I actually signed up with the, uh, uh, uh, Insurance in a Card, a couple weeks ago. Who do you work for, sir? Sir? Do what? Who, what's the name of the staffing agency? Oh, okay. SST Superior Steel Trades. Mm. The last four digits of your social? 1758. Your first and last name, sir. Tommy Montgomery. Right? Tommy Montgomery, correct. All right. Mr. Montgomery, 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. My address is 6070 Mason Road, Biloxi, Mississippi 39532. And date of birth, 02/24/1956. Okay. Thank you for the information. We have a telephone number on file. 2282348842 and your email is montgomerytommy5@gmail.com. That's correct. And, and you say you received a call from us? Yeah. Yeah. I had got, got a call on my phone. Well, what I see here, they were sent to you. It was an email with the confirmation, um, of the enrollment. But I don't see no one who, that has called you to, to try to reach you from us. Okay. All right. Bye. All right. Thank you for giving us a call.

### **Conversation Format**

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

Speaker speaker\_1: Yeah. Someone called my phone. Tommy Montgomery.

Speaker speaker\_0: You are... Okay. So we are the administrator for health insurance for-

Speaker speaker\_1: Yeah. I, I actually signed up with the, uh, uh, uh, Insurance in a Card, a couple weeks ago.

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

Speaker speaker\_1: Do what?

Speaker speaker\_0: Who, what's the name of the staffing agency?

Speaker speaker\_1: Oh, okay. SST Superior Steel Trades.

Speaker speaker\_0: Mm. The last four digits of your social?

Speaker speaker\_1: 1758.

Speaker speaker\_0: Your first and last name, sir. Tommy Montgomery. Right?

Speaker speaker\_1: Tommy Montgomery, correct.

Speaker speaker\_0: All right. Mr. Montgomery, 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\_1: My address is 6070 Mason Road, Biloxi, Mississippi 39532. And date of birth, 02/24/1956.

Speaker speaker\_0: Okay. Thank you for the information. We have a telephone number on file. 2282348842 and your email is montgomerytommy5@gmail.com.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: And, and you say you received a call from us?

Speaker speaker\_1: Yeah. Yeah. I had got, got a call on my phone.

Speaker speaker\_0: Well, what I see here, they were sent to you. It was an email with the confirmation, um, of the enrollment. But I don't see no one who, that has called you to, to try to reach you from us.

Speaker speaker\_1: Okay. All right. Bye.

Speaker speaker\_0: All right. Thank you for giving us a call.