

Transcript: Pamela

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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? Hi. Um, I'm just trying to figure out what my benefits are qualified for my vision, the places that I can call. Um, you want to know what your benefits are? Yeah, my vision. Okay. Who do you work for? I work for Vestela. May I have the last four digits of your social? 8772. Your first and last name? Timothy Seeley. Mr. Seeley, for security reasons just to make sure we are in the correct file, can you please verify the complete address and date of birth? 1211 175th Place, Portland, Oregon 97233, 01/18/1998. Thank you for the information. We have a telephone number on file, 971-378-5387 and your email, timothyseeley, your last name, @gmail.com? Yes. All right. So you need your patient information? Yeah. Um, if you let me put you in a brief hold I could see what email... I mean, I'm sorry, which ID cards I have available and I could send it to your email. Yep. Bear with me. Mr. Seeley? Yep. Thank you for holding. I'll proceed to email you the ID card, check your spam and junk mail, it might go there. It's coming from info@benefitsinacard. Also, I email you the instruction on how to register online for your prescription plan, PRX. Okay. And this is for vision, correct? I- I sent all your ID cards there. Um, so while you could use those digitals one and s- you get the physical one at home, at your mailing address. Yeah. All right. Anything else I could do for you? Uh, no, that's pretty much it. All right. Thank you for giving us a call. Have a great rest of the day. You bet.

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: Hi. Um, I'm just trying to figure out what my benefits are qualified for my vision, the places that I can call.

Speaker speaker_1: Um, you want to know what your benefits are?

Speaker speaker_2: Yeah, my vision.

Speaker speaker_1: Okay. Who do you work for?

Speaker speaker_2: I work for Vestela.

Speaker speaker_1: May I have the last four digits of your social?

Speaker speaker_2: 8772.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Timothy Seeley.

Speaker speaker_1: Mr. Seeley, for security reasons just to make sure we are in the correct file, can you please verify the complete address and date of birth?

Speaker speaker_2: 1211 175th Place, Portland, Oregon 97233, 01/18/1998.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 971-378-5387 and your email, timothyseeley, your last name, @gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So you need your patient information?

Speaker speaker_2: Yeah.

Speaker speaker_1: Um, if you let me put you in a brief hold I could see what email... I mean, I'm sorry, which ID cards I have available and I could send it to your email.

Speaker speaker_2: Yep.

Speaker speaker_1: Bear with me. Mr. Seeley?

Speaker speaker_2: Yep.

Speaker speaker_1: Thank you for holding. I'll proceed to email you the ID card, check your spam and junk mail, it might go there. It's coming from info@benefitsinacard. Also, I email you the instruction on how to register online for your prescription plan, PRX.

Speaker speaker_2: Okay. And this is for vision, correct?

Speaker speaker_1: I- I sent all your ID cards there. Um, so while you could use those digitals one and s- you get the physical one at home, at your mailing address.

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. Anything else I could do for you?

Speaker speaker_2: Uh, no, that's pretty much it.

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

Speaker speaker_2: You bet.