

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits ... right? Hi, um, my name is Gloria Datu. I'm calling regarding... 'cause I think I, um, have, um, insulin, right? But... at, from my work. Okay. So I want to- Who do you work for? MAU. May I have the last four digits of your Social Security so I could fill up your file? 9485. 9485? Yes. Your first and last name? Gloria Datu. Ms. Datu, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. 950 E. 1225 North Street, Unit A, here in Ogden, Utah 84404. My birthday is 12/12/'84. Thank you. We have a pho- a phone number on file, 3854087267. Yes. And your email is your first name, last name provide gmail.com? Yes. And what is it that you need help with, ma'am? Um, the insulin card. Okay. 'Cause I don't have one, but I, I, I know that I, uh, I, uh- Okay. I could- ... have one before. I could go ahead and email you the ID card. Just bear with me. Okay. Ms. Datu? Yes? Thank you for holding. I went ahead and emailed you the ID card. Check your spam and junk mail. It might go there. It's coming from INFSO at Benefits in a Card. Is there anything else I can do for you, ma'am? No, that'll be it. All right, thank you for giving me a call- So did you, did you guys e-mail me the card, or? But this insur- they're for the medical. They actually don't send digital, but if you need a physical... Oh, I'm sorry. They do not send physical, but if you need one, I could request one for you. It takes seven to 10 days to arrive. Okay, thank you. That'll be it. Sure, thank you. No problem. Have a great day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits ... right?

Speaker speaker_1: Hi, um, my name is Gloria Datu. I'm calling regarding... 'cause I think I, um, have, um, insulin, right? But... at, from my work.

Speaker speaker_0: Okay.

Speaker speaker_1: So I want to-

Speaker speaker_0: Who do you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: May I have the last four digits of your Social Security so I could fill up your file?

Speaker speaker_1: 9485.

Speaker speaker_0: 9485?

Speaker speaker_1: Yes.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Gloria Datu.

Speaker speaker_0: Ms. Datu, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: 950 E. 1225 North Street, Unit A, here in Ogden, Utah 84404. My birthday is 12/12/84.

Speaker speaker_0: Thank you. We have a pho- a phone number on file, 3854087267.

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is your first name, last name provide gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: And what is it that you need help with, ma'am?

Speaker speaker_1: Um, the insulin card.

Speaker speaker_0: Okay.

Speaker speaker_1: 'Cause I don't have one, but I, I, I know that I, uh, I, uh-

Speaker speaker_0: Okay. I could-

Speaker speaker_1: ... have one before.

Speaker speaker_0: I could go ahead and email you the ID card. Just bear with me.

Speaker speaker_1: Okay.

Speaker speaker_0: Ms. Datu?

Speaker speaker_1: Yes?

Speaker speaker_0: Thank you for holding. I went ahead and emailed you the ID card. Check your spam and junk mail. It might go there. It's coming from INFISO at Benefits in a Card. Is there anything else I can do for you, ma'am?

Speaker speaker_1: No, that'll be it.

Speaker speaker_0: All right, thank you for giving me a call-

Speaker speaker_1: So did you, did you guys e-mail me the card, or?

Speaker speaker_0: But this insur- they're for the medical. They actually don't send digital, but if you need a physical... Oh, I'm sorry. They do not send physical, but if you need one, I could request one for you. It takes seven to 10 days to arrive.

Speaker speaker_1: Okay, thank you. That'll be it.

Speaker speaker_0: Sure, thank you. No problem.

Speaker speaker_1: Have a great day.