

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits General Card, this is Pamela speaking. How may I help you? Uh, yes, ma'am. I'm an employee with Royal Technology through Surge, and I started about, I'd say a month and a week ago, and, um, I was told that after I got my first paycheck, about two weeks after that, I was supposed to get my, uh, insurance cards, my medical cards, and I haven't, I have not received those yet. Okay. So you said you working for Surge Train? Yes, ma'am. May I have the last four digits of your Social? Uh, 6-9-4-0. 6-9-4-0. And your first and last name, sir? First is Levi. Last is Melson. M-E-L-S-O-N. Mr. Melson, 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. What's your... Uh, 7775 County Road 703, Cullman, Alabama, 35055. And then 8-13-04. Thank you for the information. We have a telephone profile, 256-347-5863, and your email is your first name, last name, 142004@gmail.com. Yes. So your benefits will be active next week on Monday. And then the ID card takes about seven to 10 days to arrive, but you could give us a call, I will say Thursday or Friday, and they might be available to us in the system and we could email you a temporary one. All right. Well, thank you very much. Thank you for giving us a call. Have a great rest of the day. You as well.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits General Card, this is Pamela speaking. How may I help you?

Speaker speaker_2: Uh, yes, ma'am. I'm an employee with Royal Technology through Surge, and I started about, I'd say a month and a week ago, and, um, I was told that after I got my first paycheck, about two weeks after that, I was supposed to get my, uh, insurance cards, my medical cards, and I haven't, I have not received those yet.

Speaker speaker_1: Okay. So you said you working for Surge Train?

Speaker speaker_2: Yes, ma'am.

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

Speaker speaker_2: Uh, 6-9-4-0.

Speaker speaker_1: 6-9-4-0. And your first and last name, sir?

Speaker speaker_2: First is Levi. Last is Melson. M-E-L-S-O-N.

Speaker speaker_1: Mr. Melson, 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. What's your...

Speaker speaker_2: Uh, 7775 County Road 703, Cullman, Alabama, 35055. And then 8-13-04.

Speaker speaker_1: Thank you for the information. We have a telephone profile, 256-347-5863, and your email is your first name, last name, 142004@gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: So your benefits will be active next week on Monday. And then the ID card takes about seven to 10 days to arrive, but you could give us a call, I will say Thursday or Friday, and they might be available to us in the system and we could email you a temporary one.

Speaker speaker_2: All right. Well, thank you very much.

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

Speaker speaker_2: You as well.