

## Transcript: Pamela

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### Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Yes, I was calling because I had, um, mis-misplaced my cards. Um, well, I actually moved and I need, um, some replacement cards, um, and that, 'cause I don't have any, and I need a... Is there any other way that I can get, like, mail with the cards? Um, like a, a, a, a summary of what all my, you know, my coverage is? Okay. Um, who do you work for, ma'am? Um, MAU Work Solutions. May I have the last four digits of your social? 2280. Your first and last name? Leslie Wiggins. Miss Leslie, for security reasons, just to make sure we are in the correct file- Mm-hmm. ... I need to verify your complete address and date of birth. Um, two... Let me see, was that the address that I used when I was... It's 205 Cross Street Court, Apartment 205, Augusta, Georgia, 30906. Think that was the one that I- Was that the one we have on file? Okay, okay. Hold on. Um, because... Okay, so you all... You need the one that's... Okay, so, um, 2234 Kevin Drive, Augusta, Georgia, 30906. That's not the name of the street. That's not the name of the street? No. So that's not even the whole... The whole address is wrong? Okay, let's do your whole social and, um- Okay. ... we can update the address. What is- Okay. ... your whole social security number? 2... 26006 2280. All right. So Miss Williams, we have a 3624, address wrong place. Oh, um, as a matter of fact, while you- while you saying that, that's the one... That's gonna be the one I want sent to the card. That's where I, when I first started my plan, but I- Mm-hmm. That's my mom's address, but I had moved, but I'm, you know, back with my mom now. So that's exactly the address I want them mailed to. Like, you know, as you did say it, I, 'cause I had to think about it. Okay. So actually, that's where they, they, they should've gone from. The first... Oh, no, they went to 201 Cross Street Court. Um- Yeah, because I changed it. Yeah, okay. So what we're gonna do, I could email you the ID cards now for your email. But how do I get 'em out, though? 'Cause I don't, I don't know how to... I don't have a printer or nothing like that to print, um. I mean, you could use it from your phone if you have your... Do I- um, email set up on your phone? Yes, I do. So, so when I get ready to... Um, so then I won't have them in the cards. They'll be on my phone. No, I mean, I'm gonna email it to you now. Okay. And I'll re- I'll request a physical one to be sent out to you. Okay. Okay. But those take seven to ten days to arrive. Okay, that's fine. Okay. So let me see in a brief while, I generate the information. Okay. Thank you. Hello? Hello. How are you doing today? I'm good, how are you? I'm calling in regards to my healthcare card because I signed up for it and I haven't gotten it yet. So I was wondering when I can expect to receive it. Okay, great. Thank you so much for calling. Uh, we have a few different ways that we can send this to you. Um, we usually send it in the mail with your benefits, but since that's not available right now, um, we are sending it to you via email. Okay. So if you could just give me your full name- Yes. ... and your address where you were born. Okay. And your social security number. Okay. And your email address. Okay. Great. So I'm just going to need those three

things to be able to process your application. Okay. And then from there, I'll be able to get you a card and send it to you by email so you can follow up with us as well. All right, thank you so much. You're welcome.

## 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: Yes, I was calling because I had, um, mis-misplaced my cards. Um, well, I actually moved and I need, um, some replacement cards, um, and that, 'cause I don't have any, and I need a... Is there any other way that I can get, like, mail with the cards? Um, like a, a, a, a summary of what all my, you know, my coverage is?

Speaker speaker\_0: Okay. Um, who do you work for, ma'am?

Speaker speaker\_1: Um, MAU Work Solutions.

Speaker speaker\_0: May I have the last four digits of your social?

Speaker speaker\_1: 2280.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Leslie Wiggins.

Speaker speaker\_0: Miss Leslie, for security reasons, just to make sure we are in the correct file-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... I need to verify your complete address and date of birth.

Speaker speaker\_1: Um, two... Let me see, was that the address that I used when I was... It's 205 Cross Street Court, Apartment 205, Augusta, Georgia, 30906. Think that was the one that I-

Speaker speaker\_0: Was that the one we have on file?

Speaker speaker\_1: Okay, okay. Hold on. Um, because... Okay, so you all... You need the one that's... Okay, so, um, 2234 Kevin Drive, Augusta, Georgia, 30906.

Speaker speaker\_0: That's not the name of the street.

Speaker speaker\_1: That's not the name of the street?

Speaker speaker\_0: No.

Speaker speaker\_1: So that's not even the whole... The whole address is wrong?

Speaker speaker\_0: Okay, let's do your whole social and, um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... we can update the address. What is-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... your whole social security number?

Speaker speaker\_1: 2... 26006 2280.

Speaker speaker\_0: All right. So Miss Williams, we have a 3624, address wrong place.

Speaker speaker\_1: Oh, um, as a matter of fact, while you- while you saying that, that's the one... That's gonna be the one I want sent to the card. That's where I, when I first started my plan, but I-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: That's my mom's address, but I had moved, but I'm, you know, back with my mom now. So that's exactly the address I want them mailed to. Like, you know, as you did say it, I, 'cause I had to think about it.

Speaker speaker\_0: Okay. So actually, that's where they, they, they should've gone from. The first... Oh, no, they went to 201 Cross Street Court. Um-

Speaker speaker\_1: Yeah, because I changed it.

Speaker speaker\_0: Yeah, okay. So what we're gonna do, I could email you the ID cards now for your email.

Speaker speaker\_1: But how do I get 'em out, though? 'Cause I don't, I don't know how to... I don't have a printer or nothing like that to print, um.

Speaker speaker\_0: I mean, you could use it from your phone if you have your... Do I- um, email set up on your phone?

Speaker speaker\_1: Yes, I do. So, so when I get ready to... Um, so then I won't have them in the cards. They'll be on my phone.

Speaker speaker\_0: No, I mean, I'm gonna email it to you now.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And I'll re- I'll request a physical one to be sent out to you.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: But those take seven to ten days to arrive.

Speaker speaker\_1: Okay, that's fine.

Speaker speaker\_0: Okay. So let me see in a brief while, I generate the information.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Thank you.

Speaker speaker\_2: Hello?

Speaker speaker\_3: Hello.

Speaker speaker\_2: How are you doing today?

Speaker speaker\_3: I'm good, how are you? I'm calling in regards to my healthcare card because I signed up for it and I haven't gotten it yet. So I was wondering when I can expect to receive it.

Speaker speaker\_2: Okay, great. Thank you so much for calling. Uh, we have a few different ways that we can send this to you. Um, we usually send it in the mail with your benefits, but since that's not available right now, um, we are sending it to you via email.

Speaker speaker\_3: Okay.

Speaker speaker\_2: So if you could just give me your full name-

Speaker speaker\_3: Yes.

Speaker speaker\_2: ... and your address where you were born.

Speaker speaker\_3: Okay.

Speaker speaker\_2: And your social security number.

Speaker speaker\_3: Okay.

Speaker speaker\_2: And your email address.

Speaker speaker\_3: Okay.

Speaker speaker\_2: Great. So I'm just going to need those three things to be able to process your application.

Speaker speaker\_3: Okay.

Speaker speaker\_2: And then from there, I'll be able to get you a card and send it to you by email so you can follow up with us as well.

Speaker speaker\_3: All right, thank you so much.

Speaker speaker\_2: You're welcome.