

Transcript: Pamela

Blanc-5081417351905280-5326778767196160

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? Yes, ma'am. I was calling to get my policy number. Sure. Who do you work for, sir? Surge Staffing. May I have the last four digits of your Social? 0541. Your first and last name? Justice Barfield. Um, Mr. Barfield, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, 52203 Sir Charles Court in Brandon, Mississippi, 39042, and my birthdate is 12/31/04. All right. Thank you for the information. Um, we have a phone number on file, 469-435-7048, and your email is your first name, last name, @gmail.com? Yes, ma'am. All right. Let me put you in a brief hold while I look up for the information, sir. Uh- Just bear with me. Thanks. Okay. Mr. Barfield? Yes, ma'am. Thank you for holding. Um, I will go ahead and send you the ID card. Uh, it will be coming in from info@benefitsinacard. Check your spam- Okay. ... and your junk mail. Allow it, like, a minute or so for you to receive it, please. Yes, ma'am. Is there anything else I could do for you, sir? No, ma'am. No, ma'am. Thank you. Thank you for giving us a call today. Have a great rest of the day. Yes, ma'am. Bye.

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: Yes, ma'am. I was calling to get my policy number.

Speaker speaker_1: Sure. Who do you work for, sir?

Speaker speaker_2: Surge Staffing.

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

Speaker speaker_2: 0541.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Justice Barfield.

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

Speaker speaker_2: Uh, 52203 Sir Charles Court in Brandon, Mississippi, 39042, and my birthdate is 12/31/04.

Speaker speaker_1: All right. Thank you for the information. Um, we have a phone number on file, 469-435-7048, and your email is your first name, last name, @gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. Let me put you in a brief hold while I look up for the information, sir.

Speaker speaker_2: Uh-

Speaker speaker_1: Just bear with me. Thanks.

Speaker speaker_2: Okay.

Speaker speaker_1: Mr. Barfield?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Thank you for holding. Um, I will go ahead and send you the ID card. Uh, it will be coming in from info@benefitsinacard. Check your spam-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and your junk mail. Allow it, like, a minute or so for you to receive it, please.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Is there anything else I could do for you, sir?

Speaker speaker_2: No, ma'am. No, ma'am. Thank you.

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

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Bye.