

## Transcript: Pamela

**Blanc-5165080353357824-5112960052805632**

### Full Transcript

... depends. If it was, um, through APL, they do not send physical card for medical. They only send it for dental and they will send his ID card through email. Maybe that's how he got- Yeah. ... the ID card. Yeah, 'cause he, he called, uh, what like about a week or two or something? A couple weeks. Yeah, he called about a couple weeks ago, um, you know, raising concerns about the benefits and the card, right? Because he said he hadn't received anything. So he had given you guys a call already. He's received the dental and the vision one, but you're saying that depending on which health one he has, he doesn't need a card? No. He will not get a physical one. He will get an email. An email? Let me... Let... Yeah. Let me get, um, his information so we can pull out his file and I'll be able to provide you with better information. What is his- Okay, cool. ... last four digits of his Social? Last four digits of his Social, 6582. 6582. Five eight... Would you mind putting him on the phone so I can verify some information? Yeah, he's like... Uh, Russell, do you want to come over here? Mm-hmm. Yeah, he can... I'll get his phone. Hello? Sir, may I have the first and last name? Russell Booker. Mm-hmm. Mr. Booker, 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. Um, my date of birth is 7/3/61 and my address is 17620 Franklin Drive, Granite Station, Virginia, 22714. Thank you. We have phone number on file, 540-219-4794 and your email is rbooker, your last name, 011 at gmail.com. Yes. All right. So like I was explaining, um, to your supervisor, your medical card, you should have received it to... Uh, it was sent to your email. And... I mean, I don't get a card to put in my wallet? I could, I could request one for you if you would like. Yeah, 'cause in case my phone broke or get lost or something like that, I want... I'll be, I'll be stuck. Yes. I will go ahead and request a physical one to be sent out to you. Um... Yes. It does take seven to 10 days to arrive. Okay. Right? So, um- But you should receive it within five days. I went to pick... Huh? Yeah, I went to pick my medicine up, I'm a diabetic and now I can't get my medicine. I have to wait. Okay. Would you like me to send you a copy to your email while you wait for the physical one? Yes, you can. Oh, you said you printed them on the... If she sends it, I can get it. Okay, yeah. Can you s- Okay. You can send it. And, and, um, and there you will find all the information for your pharmacy. Okay. Right? Right. Okay. So the email will be coming in from info@benefitsintocard. Check your spam and junk mail. Would you mind if I put you on mute so I make sure you're on the phone when I send and you tell me if you receive it? Yeah, I got my, I got my phone out now. Okay, just bear with me. Okay. Mr. Russell? Mm-hmm. Thank you for holding. So I went ahead and emailed you the ID card. Okay. Don't forget to check, check your spam and junk mail. And you let me know if you receive it. Okay. Something just popped up but... It's not showing nothing. Can you check your spam and junk mail? It might go there. Let me check my messages. No. Nope. Let's just... Let me see here. ID card information, ID cards. Hello, thank you for contacting Benefits. Copy. Yeah. So you have a

PDF file there and, um, and that's why- But all day it came... All, all day it came up just a... Just a second. Oh, okay. You should have a PDF file, a PDF file all the way at the end of the email. Okay. Here, I'll print it out for you. Okay. He, he gonna print it out for me. No problem, sir. We will request a physical one for you and it takes seven to 10 days to arrive. Okay, thank you. All right. Thank you for giving us a call. Uh-huh. Have a very blessed day, sir. You too. Thank you. Goodbye.

## Conversation Format

Speaker speaker\_0: ... depends. If it was, um, through APL, they do not send physical card for medical. They only send it for dental and they will send his ID card through email. Maybe that's how he got-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... the ID card.

Speaker speaker\_1: Yeah, 'cause he, he called, uh, what like about a week or two or something?

Speaker speaker\_2: A couple weeks.

Speaker speaker\_1: Yeah, he called about a couple weeks ago, um, you know, raising concerns about the benefits and the card, right? Because he said he hadn't received anything. So he had given you guys a call already. He's received the dental and the vision one, but you're saying that depending on which health one he has, he doesn't need a card?

Speaker speaker\_0: No. He will not get a physical one. He will get an email.

Speaker speaker\_1: An email?

Speaker speaker\_0: Let me... Let... Yeah. Let me get, um, his information so we can pull out his file and I'll be able to provide you with better information. What is his-

Speaker speaker\_1: Okay, cool.

Speaker speaker\_0: ... last four digits of his Social?

Speaker speaker\_2: Last four digits of his Social, 6582.

Speaker speaker\_1: 6582.

Speaker speaker\_0: Five eight... Would you mind putting him on the phone so I can verify some information?

Speaker speaker\_1: Yeah, he's like... Uh, Russell, do you want to come over here?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Yeah, he can... I'll get his phone. Hello?

Speaker speaker\_0: Sir, may I have the first and last name?

Speaker speaker\_1: Russell Booker.

Speaker speaker\_0: Mm-hmm. Mr. Booker, 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.

Speaker speaker\_1: Um, my date of birth is 7/3/61 and my address is 17620 Franklin Drive, Granite Station, Virginia, 22714.

Speaker speaker\_0: Thank you. We have phone number on file, 540-219-4794 and your email is rbooker, your last name, 011 at gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. So like I was explaining, um, to your supervisor, your medical card, you should have received it to... Uh, it was sent to your email. And...

Speaker speaker\_1: I mean, I don't get a card to put in my wallet?

Speaker speaker\_0: I could, I could request one for you if you would like.

Speaker speaker\_1: Yeah, 'cause in case my phone broke or get lost or something like that, I want... I'll be, I'll be stuck.

Speaker speaker\_0: Yes. I will go ahead and request a physical one to be sent out to you. Um...

Speaker speaker\_1: Yes.

Speaker speaker\_0: It does take seven to 10 days to arrive.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Right?

Speaker speaker\_1: So, um-

Speaker speaker\_0: But you should receive it within five days.

Speaker speaker\_1: I went to pick...

Speaker speaker\_0: Huh?

Speaker speaker\_1: Yeah, I went to pick my medicine up, I'm a diabetic and now I can't get my medicine. I have to wait.

Speaker speaker\_0: Okay. Would you like me to send you a copy to your email while you wait for the physical one?

Speaker speaker\_1: Yes, you can. Oh, you said you printed them on the...

Speaker speaker\_2: If she sends it, I can get it.

Speaker speaker\_1: Okay, yeah. Can you s- Okay. You can send it.

Speaker speaker\_0: And, and, um, and there you will find all the information for your pharmacy.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Right?

Speaker speaker\_1: Right.

Speaker speaker\_0: Okay. So the email will be coming in from info@benefitsintocard. Check your spam and junk mail. Would you mind if I put you on mute so I make sure you're on the phone when I send and you tell me if you receive it?

Speaker speaker\_1: Yeah, I got my, I got my phone out now.

Speaker speaker\_0: Okay, just bear with me.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Mr. Russell?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Thank you for holding. So I went ahead and emailed you the ID card.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Don't forget to check, check your spam and junk mail. And you let me know if you receive it.

Speaker speaker\_1: Okay. Something just popped up but... It's not showing nothing.

Speaker speaker\_0: Can you check your spam and junk mail? It might go there.

Speaker speaker\_1: Let me check my messages. No. Nope. Let's just... Let me see here. ID card information, ID cards. Hello, thank you for contacting Benefits. Copy.

Speaker speaker\_0: Yeah. So you have a PDF file there and, um, and that's why-

Speaker speaker\_1: But all day it came... All, all day it came up just a...

Speaker speaker\_2: Just a second.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: You should have a PDF file, a PDF file all the way at the end of the email.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Here, I'll print it out for you.

Speaker speaker\_1: Okay. He, he gonna print it out for me.

Speaker speaker\_0: No problem, sir. We will request a physical one for you and it takes seven to 10 days to arrive.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: All right. Thank you for giving us a call.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: Have a very blessed day, sir.

Speaker speaker\_1: You too. Thank you. Goodbye.