

Transcript: Pamela

Blanc-5191072189562880-5642440050262016

Full Transcript

Thank you for calling Benefits Center Cards. This is Pamela speaking. How may I help you? Good morning. Hello? Can I help ... Can you hear me? Yes, sir. Uh, I called on behalf of Kelly Nosiaz. Who? Uh, Kelly Nosiaz. So, she got a program. She, she has a insurance with you guys. So, it just come on email, and then she cannot get the, the card. So every time she tries to go to hospital or any clinic, they don't want to use this insurance because they say they don't have any, uh, member number or the way you call it, uh, any card. So, is, uh, possible to send any physical card on a mailbox for her? We only can email, um, digital. We could request a physical one to be sent out but it takes seven to 10 business days to arrive. Yes, I request it, so it's important for, for her to use, so can you send it if I give you the address? And then, uh, I will- I need to, I n- ... give you all the information you need to pull, uh- No, I need to speak to the member in order to pull up her file and- Mm-hmm. ... do anything regarding that information. Okay. Yes, ma'am. She's here. Uh, I will pass her to the front, but, uh, she will still need a interpreter.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Cards. This is Pamela speaking. How may I help you?

Speaker speaker_1: Good morning. Hello?

Speaker speaker_0: Can I help ...

Speaker speaker_1: Can you hear me?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Uh, I called on behalf of Kelly Nosiaz.

Speaker speaker_0: Who?

Speaker speaker_1: Uh, Kelly Nosiaz. So, she got a program. She, she has a insurance with you guys. So, it just come on email, and then she cannot get the, the card. So every time she tries to go to hospital or any clinic, they don't want to use this insurance because they say they don't have any, uh, member number or the way you call it, uh, any card. So, is, uh, possible to send any physical card on a mailbox for her?

Speaker speaker_0: We only can email, um, digital. We could request a physical one to be sent out but it takes seven to 10 business days to arrive.

Speaker speaker_1: Yes, I request it, so it's important for, for her to use, so can you send it if I give you the address? And then, uh, I will-

Speaker speaker_0: I need to, I n-

Speaker speaker_1: ... give you all the information you need to pull, uh-

Speaker speaker_0: No, I need to speak to the member in order to pull up her file and-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... do anything regarding that information.

Speaker speaker_1: Okay. Yes, ma'am. She's here. Uh, I will pass her to the front, but, uh, she will still need a interpreter.