

## **Transcript: Pamela**

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### **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? Hey, I needed help with, um, trying to figure out like what kind of health insurance I had last year. The, um, the health... I was trying to fi- fix my password 'cause they got rejected 'cause I said, it said something about, uh, 896, 89624 about my health credit from last year, 'cause they said it was, it said it got changed for this year, but I don't know who..... All right. So let's see if the plan that you had, it was AC- AC and KCA compliant and if we provide that or the actual carrier. Um, may I have the last four digits of your social and the staffing agency you work for? Uh, the last four is 6224 and I work with MAU, MAU Workforce Solutions. Right. Your first and last name, sir? Javious Burton. Mr. Burton, for our security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? 245 Helen Drive, Piedmont, South Carolina 29673. And then my date of birthday is March 12th, 2005. Okay. We have a phone number on file A643294279. Yes, ma'am. Your email is bjavus2@gmail.com. It... Yes, ma'am. All right. So you did have the a- uh, the Stay Healthy. And- Yes, ma'am. Now- Yeah, what happened? ... how can we provide you with a telephone number since we do not provide that information? Um, if the actual carrier, you could give them a call. Okay. All right. Or I could transfer you to them. Uh, you could s- uh, transfer me through. All right. No problem. Just bear with me.

### **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: Hey, I needed help with, um, trying to figure out like what kind of health insurance I had last year. The, um, the health... I was trying to fi- fix my password 'cause they got rejected 'cause I said, it said something about, uh, 896, 89624 about my health credit from last year, 'cause they said it was, it said it got changed for this year, but I don't know who.....

Speaker speaker\_1: All right. So let's see if the plan that you had, it was AC- AC and KCA compliant and if we provide that or the actual carrier. Um, may I have the last four digits of your social and the staffing agency you work for?

Speaker speaker\_2: Uh, the last four is 6224 and I work with MAU, MAU Workforce Solutions.

Speaker speaker\_1: Right. Your first and last name, sir?

Speaker speaker\_2: Javious Burton.

Speaker speaker\_1: Mr. Burton, for our 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: 245 Helen Drive, Piedmont, South Carolina 29673. And then my date of birthday is March 12th, 2005.

Speaker speaker\_1: Okay. We have a phone number on file A643294279.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Your email is bjavus2@gmail.com.

Speaker speaker\_2: It... Yes, ma'am.

Speaker speaker\_1: All right. So you did have the a- uh, the Stay Healthy. And-

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Now-

Speaker speaker\_2: Yeah, what happened?

Speaker speaker\_1: ... how can we provide you with a telephone number since we do not provide that information? Um, if the actual carrier, you could give them a call.

Speaker speaker\_2: Okay. All right.

Speaker speaker\_1: Or I could transfer you to them.

Speaker speaker\_2: Uh, you could s- uh, transfer me through.

Speaker speaker\_1: All right. No problem. Just bear with me.