

## **Transcript: Pamela**

**Blanc-5266679668359168-5611998931271680**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefitinal Card. This is Pamela speaking. How may I help you? Yes. My ID is D43700613. And this ID is regarding? Dent- um, dental insurance. Do I have that? Okay. Now, in order for me to help you, I'm going to need the name of the temp agency you work for, and- MAU. Okay. MAU. MAU. The last four digits? Group number 9437. No, ma'am. The last four digits of social security. This is my son's card, and he, he works shifts and he asked me to call. Okay. I'm his mother. Unfortunately, we need him on the phone. What did you say? We here until eight o'clock Eastern Time. Okay. If he could call us back? Because we have to get into his account and we, we need him on the phone. Okay. W- uh- Right? Well- So, we here until eight o'clock- Okay. ... Eastern Time, Monday till Friday. What time do you, what time do you open? 'Cause he's- Eight, eight o'clock in the morning, till eight o'clock Eastern, nighttime. Eight o- Okay. All right. Thank you so much. Anything else I can do for you? Thank you. No. No, ma'am, that's all. All right. Thank you for giving us a call. Have a great rest of the day. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefitinal Card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Yes. My ID is D43700613.

Speaker speaker\_1: And this ID is regarding?

Speaker speaker\_2: Dent- um, dental insurance. Do I have that?

Speaker speaker\_1: Okay. Now, in order for me to help you, I'm going to need the name of the temp agency you work for, and-

Speaker speaker\_2: MAU.

Speaker speaker\_1: Okay.

Speaker speaker\_2: MAU.

Speaker speaker\_1: MAU. The last four digits?

Speaker speaker\_2: Group number 9437.

Speaker speaker\_1: No, ma'am. The last four digits of social security.

Speaker speaker\_2: This is my son's card, and he, he works shifts and he asked me to call.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I'm his mother.

Speaker speaker\_1: Unfortunately, we need him on the phone.

Speaker speaker\_2: What did you say?

Speaker speaker\_1: We here until eight o'clock Eastern Time.

Speaker speaker\_2: Okay.

Speaker speaker\_1: If he could call us back? Because we have to get into his account and we, we need him on the phone.

Speaker speaker\_2: Okay. W- uh-

Speaker speaker\_1: Right?

Speaker speaker\_2: Well-

Speaker speaker\_1: So, we here until eight o'clock-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... Eastern Time, Monday till Friday.

Speaker speaker\_2: What time do you, what time do you open? 'Cause he's-

Speaker speaker\_1: Eight, eight o'clock in the morning, till eight o'clock Eastern, nighttime.

Speaker speaker\_2: Eight o- Okay. All right. Thank you so much.

Speaker speaker\_1: Anything else I can do for you?

Speaker speaker\_2: Thank you. No. No, ma'am, that's all.

Speaker speaker\_1: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_2: You too.