

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 Car. This is Pamela speaking. How may I help you? Hi. I was calling to see if I can get a, uh, get a, um, replacement, uh, card for my medical and vision. I mean, no, dental, medical and dental. No problem. May I have the last four digits of the Social that's definitely you say you work for? Yeah. Uh, 0401 and then, uh, the resource. The resource? Yes. Your first and last name, ma'am? Uh, Kaelyn Colbert. K-A-E-L-I-N. Last name, C-O-L-B-E-R-T. Hey, Kaelyn. Hey, boo, I didn't even know that was you. How are you? Good. How are you? Oh, hey, I didn't want to interrupt y'all talking. Can you just... Just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, 3604 Lakeshield Drive, Greensboro, North Carolina. Uh, date of birth is... What is my date of birth? January 28th, 2000. Sheesh. All right. Thank you. We have a phone number on file, 336-686-4732 and 336-287-2894. The first one, the first one's, uh, the only one who's, uh, that works. Okay. And... Okay. And your email is your first name C2@icloud.com? Yes. Come on, y'all. 96... Are you aware that your benefits are not active? Not important. When do they act- uh, when will they be active? Well, are you currently working? Yeah. So it's just, if they're not active, can you just, I- can you just resend the card and I, I know it'll be active soon? Okay. So, we have not received any deductions for the last... Let me see. Two weeks. Yeah. You should, you should... Yeah, you should be getting a deduction next week. Okay. So you gotta wait... I'll send it out. ... um, until the benefits are back active in order for you to be covered. Okay. All right? Okay. Okay, thank you. So I will send the e- um, the ID card to your email. Check your spam and junk mail. It might go there. It's the old job, um. Is there anything else I could do for you, ma'am? Uh, no, that would be all. All right. Thank you for giving us a call today. Have a great rest of the day, ma'am. 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 Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. I was calling to see if I can get a, uh, get a, um, replacement, uh, card for my medical and vision. I mean, no, dental, medical and dental.

Speaker speaker_1: No problem. May I have the last four digits of the Social that's definitely you say you work for?

Speaker speaker_2: Yeah. Uh, 0401 and then, uh, the resource.

Speaker speaker_1: The resource?

Speaker speaker_2: Yes.

Speaker speaker_1: Your first and last name, ma'am?

Speaker speaker_2: Uh, Kaelyn Colbert. K-A-E-L-I-N. Last name, C-O-L-B-E-R-T.

Speaker speaker_3: Hey, Kaelyn.

Speaker speaker_2: Hey, boo, I didn't even know that was you.

Speaker speaker_3: How are you?

Speaker speaker_2: Good. How are you?

Speaker speaker_3: Oh, hey, I didn't want to interrupt y'all talking.

Speaker speaker_1: Can you just... 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, 3604 Lakeshield Drive, Greensboro, North Carolina. Uh, date of birth is... What is my date of birth? January 28th, 2000. Sheesh.

Speaker speaker_1: All right. Thank you. We have a phone number on file, 336-686-4732 and 336-287-2894.

Speaker speaker_2: The first one, the first one's, uh, the only one who's, uh, that works.

Speaker speaker_1: Okay. And... Okay. And your email is your first name C2@icloud.com?

Speaker speaker_2: Yes.

Speaker speaker_3: Come on, y'all. 96...

Speaker speaker_1: Are you aware that your benefits are not active?

Speaker speaker_3: Not important.

Speaker speaker_2: When do they act- uh, when will they be active?

Speaker speaker_1: Well, are you currently working?

Speaker speaker_2: Yeah. So it's just, if they're not active, can you just, I- can you just resend the card and I, I know it'll be active soon?

Speaker speaker_1: Okay. So, we have not received any deductions for the last... Let me see. Two weeks.

Speaker speaker_2: Yeah. You should, you should... Yeah, you should be getting a deduction next week.

Speaker speaker_1: Okay. So you gotta wait...

Speaker speaker_2: I'll send it out.

Speaker speaker_1: ... um, until the benefits are back active in order for you to be covered.

Speaker speaker_2: Okay.

Speaker speaker_1: All right?

Speaker speaker_2: Okay. Okay, thank you.

Speaker speaker_1: So I will send the e- um, the ID card to your email. Check your spam and junk mail. It might go there.

Speaker speaker_2: It's the old job, um.

Speaker speaker_1: Is there anything else I could do for you, ma'am?

Speaker speaker_2: Uh, no, that would be all.

Speaker speaker_1: All right. Thank you for giving us a call today. Have a great rest of the day, ma'am.

Speaker speaker_2: You too.