

## **Transcript: Pamela**

**Blanc-5375036001566720-4602420508704768**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Um, hi. Uh, recently a deductible was taken out of my account for, um, insurance and I was wondering when, uh, I would get my card in the mail. And who do you work for? I work for WorkSmart Staffing. Uh, you said WorkSmart? Uh, yes, ma'am. May I have the last four digits of your social? 8939. 8939. And your first and last name? Uh, Jordan Harvey. Mr. Harvey, for security reasons and to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, 6 Wheaton Way, Simpsonville, South Carolina and 02/01/2001... no, 0218/2001. I'm sorry. All right. Thank you for giving us that information. We have a phone number on file, 864-714-6123 and your email is dante.harvey54whs@gmail.com. Yes, ma'am. In the... Do you, you received your card you said, right? Uh, can you repeat what you said? So you say you seen the deductions on your payroll? Oh, yes, ma'am. Last week it was paid out. So you haven't... Okay. So you haven't received your ID card. Let's see. No, ma'am. You should be receiving your ID card sometime this week. Um, if you allow me, I could put you in a brief hold and check if I... if it's available to me, I could send you a temporary one to your email while you wait for the physical one. Um, yes, please, if you could. No problem. Just bear with me. Mr. Harvey? Uh, yes. All right. Thank you for holding. Um, the email's coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. And your physical card, you should be receiving it sometime this week. Okay. Thank you very much. Okay. Thank you for giving us a call today. Have a great rest of the day. You too. Bye.

### **Conversation Format**

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

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

Speaker speaker\_2: Um, hi. Uh, recently a deductible was taken out of my account for, um, insurance and I was wondering when, uh, I would get my card in the mail.

Speaker speaker\_1: And who do you work for?

Speaker speaker\_2: I work for WorkSmart Staffing.

Speaker speaker\_1: Uh, you said WorkSmart?

Speaker speaker\_2: Uh, yes, ma'am.

Speaker speaker\_1: May I have the last four digits of your social?

Speaker speaker\_2: 8939.

Speaker speaker\_1: 8939. And your first and last name?

Speaker speaker\_2: Uh, Jordan Harvey.

Speaker speaker\_1: Mr. Harvey, for security reasons and to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_2: Uh, 6 Wheaton Way, Simpsonville, South Carolina and 02/01/2001... no, 0218/2001. I'm sorry.

Speaker speaker\_1: All right. Thank you for giving us that information. We have a phone number on file, 864-714-6123 and your email is dante.harvey54whs@gmail.com.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: In the... Do you, you received your card you said, right?

Speaker speaker\_2: Uh, can you repeat what you said?

Speaker speaker\_1: So you say you seen the deductions on your payroll?

Speaker speaker\_2: Oh, yes, ma'am. Last week it was paid out.

Speaker speaker\_1: So you haven't... Okay. So you haven't received your ID card. Let's see.

Speaker speaker\_2: No, ma'am.

Speaker speaker\_1: You should be receiving your ID card sometime this week. Um, if you allow me, I could put you in a brief hold and check if I... if it's available to me, I could send you a temporary one to your email while you wait for the physical one.

Speaker speaker\_2: Um, yes, please, if you could.

Speaker speaker\_1: No problem. Just bear with me. Mr. Harvey?

Speaker speaker\_2: Uh, yes.

Speaker speaker\_1: All right. Thank you for holding. Um, the email's coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. And your physical card, you should be receiving it sometime this week.

Speaker speaker\_2: Okay. Thank you very much.

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

Speaker speaker\_2: You too.

Speaker speaker\_1: Bye.