

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi, how are you? Uh, my name is Farba, F-A-R-B-A, um, and my last name M-B-O-W. How can I help you, ma'am? Um, okay, I have, um, I have an insurance with you guys like the, uh, what's it, Benefit in Cards. But I still didn't receive a card yet, so... What's the name of the staffing agency you work for? The company, Fresh Way Food. The staffing agency. Oh, um, Service Staffing, sorry. And you say your first name is, ma'am? F-A-R-B-A and last name M-B-O-W. And the last four digits of your Social? The last what? Four digits of your Social. 2846. Give me one second. I'm looking for your file. And you said the last four is 4846? 2846. Oh, I'm sorry about that, ma'am. It's all right. Miss Bowe, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. 813 Elmhead Drive, Apartment A. And date of birth is 03/03/90. I need the, um, the complete address to make sure I have a correct- Oh. ... client, the city, state and ZIP code. Okay. 813 Elmhead Drive, Apartment A, Sidney, Ohio 45365. We have a phone number on file, 937-92... 972-1060 and your email- Yeah. ... is your last name first name @gmail.com? Yes. Okay. If, if you would like I could send you a copy of your email? Yes, please. All right. All right. Good, so let's see. All right, so I'm gonna put you in a brief while creating information. Mm-hmm. Thank you. Okay. Okay. Okay, I'm sorry. Ma'am? Yeah. Thank you for holding. Um, I went ahead and mail you the ID card. On the card you will find a telephone number where you could call to, um, to find the providers closer to you. Check your spam and junk mail. It might go there, and it's coming in from info@benefitsinacard. Anything else? Okay. So, um, how, how long it's gonna take before I get a card? Like, sent to my address or... Your ID card was sent to the address we have on file. Now what I could do is request a new card to be e- mailed out- Yeah. ... to you. Yes. It takes seven to 10 days. Okay, thank you. And, um, as you say, send it to my email. Yes, ma'am. All right, thanks. All right, thank you. All right, have a good day. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, how are you? Uh, my name is Farba, F-A-R-B-A, um, and my last name M-B-O-W.

Speaker speaker_0: How can I help you, ma'am?

Speaker speaker_1: Um, okay, I have, um, I have an insurance with you guys like the, uh, what's it, Benefit in Cards. But I still didn't receive a card yet, so...

Speaker speaker_0: What's the name of the staffing agency you work for?

Speaker speaker_1: The company, Fresh Way Food.

Speaker speaker_0: The staffing agency.

Speaker speaker_1: Oh, um, Service Staffing, sorry.

Speaker speaker_0: And you say your first name is, ma'am?

Speaker speaker_1: F-A-R-B-A and last name M-B-O-W.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: The last what?

Speaker speaker_0: Four digits of your Social.

Speaker speaker_1: 2846.

Speaker speaker_0: Give me one second. I'm looking for your file. And you said the last four is 4846?

Speaker speaker_1: 2846.

Speaker speaker_0: Oh, I'm sorry about that, ma'am.

Speaker speaker_1: It's all right.

Speaker speaker_0: Miss Bowe, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: 813 Elmhead Drive, Apartment A. And date of birth is 03/03/'90.

Speaker speaker_0: I need the, um, the complete address to make sure I have a correct-

Speaker speaker_1: Oh.

Speaker speaker_0: ... client, the city, state and ZIP code.

Speaker speaker_1: Okay. 813 Elmhead Drive, Apartment A, Sidney, Ohio 45365.

Speaker speaker_0: We have a phone number on file, 937-92... 972-1060 and your email-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... is your last name first name @gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. If, if you would like I could send you a copy of your email?

Speaker speaker_1: Yes, please.

Speaker speaker_0: All right. All right. Good, so let's see. All right, so I'm gonna put you in a brief while creating information.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Thank you.

Speaker speaker_1: Okay. Okay. Okay, I'm sorry.

Speaker speaker_0: Ma'am?

Speaker speaker_1: Yeah.

Speaker speaker_0: Thank you for holding. Um, I went ahead and mail you the ID card. On the card you will find a telephone number where you could call to, um, to find the providers closer to you. Check your spam and junk mail. It might go there, and it's coming in from info@benefitsinacard. Anything else?

Speaker speaker_1: Okay. So, um, how, how long it's gonna take before I get a card? Like, sent to my address or...

Speaker speaker_0: Your ID card was sent to the address we have on file. Now what I could do is request a new card to be e- mailed out-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... to you.

Speaker speaker_1: Yes.

Speaker speaker_0: It takes seven to 10 days.

Speaker speaker_1: Okay, thank you. And, um, as you say, send it to my email.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: All right, thanks.

Speaker speaker_0: All right, thank you.

Speaker speaker_1: All right, have a good day. Bye.