

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? Hello, I'm trying to call because I'm trying to see exactly what benefits do I have because I need dental and I don't even got a medical card. And I remember signing up for dental as well. Who do you work for, ma'am? B-V-S-S. You f- May I have the last four digits of your Social? 5568. Your first and last name, ma'am? D-V-S. Miss Harris, for security reasons, in just a minute's work, we are in the correct file. Can you please verify your complete address and date of birth? August 30th, 2003. 3617 Barwa Avenue, Cleveland, Ohio 44109. Thank you for the information. We have a phone number on file, 216-598-9274. And your email is your last name, first name three, @gmail.com. Mm-hmm. Yes, you are enrolled in dental. Um. You haven't received your ID card, you said? I received the medical one, but I used to have medical, pharmacy and vision, but I don't see dental nowhere. Okay. So let me put you in a brief hold while I check if it's, uh, available to me and I will send your copy to your email. Okay. All right. Bear with me please. Ma'am? Yes. Thank you for holding. I'll proceed to email you the ID card. Check your spam and junk mail in your MySocorres- Oh, that's what that is. Okay. I think I did receive it, but I thought this was life insurance. Oh. No, no. . All right. Thank you. No problem. Anything else I could do for you? Um, not as, as of right now. I think I got everything. All right. Thank you for giving us a call today. Have a great rest of the day. You too. Bye-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: Hello, I'm trying to call because I'm trying to see exactly what benefits do I have because I need dental and I don't even got a medical card. And I remember signing up for dental as well.

Speaker speaker_0: Who do you work for, ma'am?

Speaker speaker_1: B-V-S-S.

Speaker speaker_0: You f- May I have the last four digits of your Social?

Speaker speaker_1: 5568.

Speaker speaker_0: Your first and last name, ma'am?

Speaker speaker_1: D-V-S.

Speaker speaker_0: Miss Harris, for security reasons, in just a minute's work, we are in the correct file. Can you please verify your complete address and date of birth?

Speaker speaker_1: August 30th, 2003. 3617 Barwa Avenue, Cleveland, Ohio 44109.

Speaker speaker_0: Thank you for the information. We have a phone number on file, 216-598-9274. And your email is your last name, first name three, @gmail.com.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Yes, you are enrolled in dental. Um. You haven't received your ID card, you said?

Speaker speaker_1: I received the medical one, but I used to have medical, pharmacy and vision, but I don't see dental nowhere.

Speaker speaker_0: Okay. So let me put you in a brief hold while I check if it's, uh, available to me and I will send your copy to your email.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Bear with me please. Ma'am?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you for holding. I'll proceed to email you the ID card. Check your spam and junk mail in your MySocorres-

Speaker speaker_1: Oh, that's what that is. Okay. I think I did receive it, but I thought this was life insurance.

Speaker speaker_0: Oh. No, no. . All right.

Speaker speaker_1: Thank you.

Speaker speaker_0: No problem. Anything else I could do for you?

Speaker speaker_1: Um, not as, as of right now. I think I got everything.

Speaker speaker_0: All right. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_1: You too. Bye-bye.