

Transcript: Pamela

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Full Transcript

Thank you for calling . How may I help you? Hello? Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Yes, ma'am. I've yet to receive my medical, dental and vision, uh, cards for insurance. So you haven't received it? No. What's the name of the staffing agency you work for? Uh, Superior Skill Trades. I can barely hear you. Can you hear me better now? Oh, yes. All right. And the last four digits of your Social? 7889. Your first and last name, sir? Ladner. L-A-D-N-E-R. And the first name? Cody. C-O-D-E-Y. Okay. All right, Mr. Ladner, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, 10-23-90 and 27980, Row 221, Picayune, Mississippi. Do you know the ZIP code in your area, sir? 39466. Thank you. We have a phone number on file. It's a 1-590-1498... 90, sorry. Yeah, 1490. And your email is lastnamefirstname@gmail.com? What is it? Your email's your last name, first name, 90@gmail.com? Yes. All right. Okay. So I'm going to check if you ID cards are available to us, because your benefits were just started on Monday. Mm-hmm. And if they are, I'll email you copy while you wait for your physical one. Thank you. Would you mind being put on a brief hold? No, ma'am that... I greatly appreciate that. Thank you. Sir? Yes, ma'am. Thank you for holding. Well, the ID cards are not generated yet on... in the system. If you want to give us a call back tomorrow or Friday, we should have it available in our system. Okay. All right. That'll be fine. And if- Okay. And the physical one, you should start receiving it sometime next week. Okay. Who is the, uh, the eye doctor through? Or what's the name of the vision? Uh, MetLife. MetLife? Okay. Are you able to tell me what provider near Picayune that, that they use? What I could do- That's in MetLife? ... I could provide you with the telephone number that you could call and get that information. Okay, that'll be fine. Okay. Let me know- Just give me... ... when you're ready. Hold on here one second. I tell you what, that's, that's okay. You don't have to. I'll, uh... I don't have anything to write it down on at this moment. I'll, uh, I'll get it whenever I call back. No problem. Thank you, sir. All right. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling . How may I help you?

Speaker speaker_1: Hello?

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

Speaker speaker_1: Yes, ma'am. I've yet to receive my medical, dental and vision, uh, cards for insurance.

Speaker speaker_0: So you haven't received it?

Speaker speaker_1: No.

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

Speaker speaker_1: Uh, Superior Skill Trades. I can barely hear you.

Speaker speaker_0: Can you hear me better now?

Speaker speaker_1: Oh, yes.

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

Speaker speaker_1: 7889.

Speaker speaker_0: Your first and last name, sir?

Speaker speaker_1: Ladner. L-A-D-N-E-R.

Speaker speaker_0: And the first name?

Speaker speaker_1: Cody. C-O-D-E-Y.

Speaker speaker_0: Okay. All right, Mr. Ladner, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Uh, 10-23-90 and 27980, Row 221, Picayune, Mississippi.

Speaker speaker_0: Do you know the ZIP code in your area, sir?

Speaker speaker_1: 39466.

Speaker speaker_0: Thank you. We have a phone number on file. It's a 1-590-1498... 90, sorry.

Speaker speaker_1: Yeah, 1490.

Speaker speaker_0: And your email is lastnamefirstname@gmail.com?

Speaker speaker_1: What is it?

Speaker speaker_0: Your email's your last name, first name, 90@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Okay. So I'm going to check if you ID cards are available to us, because your benefits were just started on Monday.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And if they are, I'll email you copy while you wait for your physical one.

Speaker speaker_1: Thank you.

Speaker speaker_0: Would you mind being put on a brief hold?

Speaker speaker_1: No, ma'am that... I greatly appreciate that.

Speaker speaker_0: Thank you. Sir?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Thank you for holding. Well, the ID cards are not generated yet on... in the system. If you want to give us a call back tomorrow or Friday, we should have it available in our system.

Speaker speaker_1: Okay. All right. That'll be fine.

Speaker speaker_0: And if- Okay. And the physical one, you should start receiving it sometime next week.

Speaker speaker_1: Okay. Who is the, uh, the eye doctor through? Or what's the name of the vision?

Speaker speaker_0: Uh, MetLife.

Speaker speaker_1: MetLife? Okay. Are you able to tell me what provider near Picayune that, that they use?

Speaker speaker_0: What I could do-

Speaker speaker_1: That's in MetLife?

Speaker speaker_0: ... I could provide you with the telephone number that you could call and get that information.

Speaker speaker_1: Okay, that'll be fine.

Speaker speaker_0: Okay. Let me know-

Speaker speaker_1: Just give me...

Speaker speaker_0: ... when you're ready.

Speaker speaker_1: Hold on here one second. I tell you what, that's, that's okay. You don't have to. I'll, uh... I don't have anything to write it down on at this moment. I'll, uh, I'll get it whenever I call back.

Speaker speaker_0: No problem. Thank you, sir.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Bye-bye.