

## Transcript: Pamela

**Blanc-5652244584153088-5426552642682880**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits kind of card. This is Paola speaking. How may, how may I help you? Yeah, hi. Um, I think I need to order a new card t- to- uh, sent to me. I just got on your guys' insurance through my work. Uh, and I don't, I can't find my card. Okay. May I have the last four digits of your social and the staffing agency you work for? Yeah, it's 4899 and it's Para Staffing Group. First and last name, sir? Kevin McMahon. Kevin McMahon? Yeah, M-C-M-A-H-O-N. All right. Sir, can you please verify your complete address and date of birth for security reasons, to make sure we are in the correct file? 5807 Northeast 132nd Street, Vancouver, 98686. And, uh, what was the second question? Date of birth, sir. Date of birth's 8/11/82. We have a phone number of 984-7256, and your email is your first name, last name designed @gmail.com? Correct. So- Over here, Kelly. Let me put you on a brief hold while I re-narrate the information. Okay. Mm-hmm. You have to come over here, Kelly. You wanna say hi? Oh. Do you wanna say hi? She used to love puppies, so she's probably just as crazy as you. Yeah, that's silly. You wanna say hi? Somebody at work, say hi. Say hi. Say hi. Come on, Kelly. Come on, Kelly. Come on, Kelly. There we go. That's a good girl. Sorry, you got to... Come here. Good girl, Kelly. You too. All right, you got to say hi to Cedar. Ah. Come over here, Kelly. Yes, I know. That's it. Okay. Oh, yes. Oh. Sir? Yeah. Thank you for call- um, I went ahead and emailed you the ID card. Also, I email you how to register for your prescription plan. It's a different email. Um, check your spam and junk mail. It might go there. Okay. It comes from info@benefitscard. Is there anything I can do for you, sir? Okay, um, yeah, um, if I need to go to the doctor, what provider do I need to go see? On the email, you will be able to see the website and the phone number you could call and pick which ones are in your area. Okay, and then is that also have what benefits I qualify for? No. Well- Like if I can go to physical therapy? No. In that case, you will have to call directly to the, um, pro- uh, carrier, and they will be ab- able to tell you, um, as to s- how much specifically they will pay and why you called. What's the number for? The phone number- Okay, thank you so- ... is there as well. Okay, thank you so much. Thank you for giving us a call. All right. Have a great rest of the day. Y- you too.

### Conversation Format

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

Speaker speaker\_1: ... benefits kind of card. This is Paola speaking. How may, how may I help you?

Speaker speaker\_2: Yeah, hi. Um, I think I need to order a new card t- to- uh, sent to me. I just got on your guys' insurance through my work. Uh, and I don't, I can't find my card.

Speaker speaker\_1: Okay. May I have the last four digits of your social and the staffing agency you work for?

Speaker speaker\_2: Yeah, it's 4899 and it's Para Staffing Group.

Speaker speaker\_1: First and last name, sir?

Speaker speaker\_2: Kevin McMahon.

Speaker speaker\_1: Kevin McMahon?

Speaker speaker\_2: Yeah, M-C-M-A-H-O-N.

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

Speaker speaker\_2: 5807 Northeast 132nd Street, Vancouver, 98686. And, uh, what was the second question?

Speaker speaker\_1: Date of birth, sir.

Speaker speaker\_2: Date of birth's 8/11/82.

Speaker speaker\_1: We have a phone number of 984-7256, and your email is your first name, last name designed @gmail.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: So-

Speaker speaker\_2: Over here, Kelly.

Speaker speaker\_1: Let me put you on a brief hold while I re-narrate the information.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: You have to come over here, Kelly. You wanna say hi? Oh. Do you wanna say hi? She used to love puppies, so she's probably just as crazy as you. Yeah, that's silly. You wanna say hi? Somebody at work, say hi. Say hi. Say hi. Come on, Kelly. Come on, Kelly. Come on, Kelly. There we go. That's a good girl. Sorry, you got to... Come here. Good girl, Kelly. You too. All right, you got to say hi to Cedar. Ah. Come over here, Kelly. Yes, I know. That's it. Okay. Oh, yes. Oh.

Speaker speaker\_1: Sir?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Thank you for call- um, I went ahead and emailed you the ID card. Also, I email you how to register for your prescription plan. It's a different email. Um, check your

spam and junk mail. It might go there.

Speaker speaker\_2: Okay.

Speaker speaker\_1: It comes from info@benefitscard. Is there anything I can do for you, sir?

Speaker speaker\_2: Okay, um, yeah, um, if I need to go to the doctor, what provider do I need to go see?

Speaker speaker\_1: On the email, you will be able to see the website and the phone number you could call and pick which ones are in your area.

Speaker speaker\_2: Okay, and then is that also have what benefits I qualify for?

Speaker speaker\_1: No. Well-

Speaker speaker\_2: Like if I can go to physical therapy?

Speaker speaker\_1: No. In that case, you will have to call directly to the, um, pro- uh, carrier, and they will be ab- able to tell you, um, as to s- how much specifically they will pay and why you called.

Speaker speaker\_2: What's the number for?

Speaker speaker\_1: The phone number-

Speaker speaker\_2: Okay, thank you so-

Speaker speaker\_1: ... is there as well.

Speaker speaker\_2: Okay, thank you so much.

Speaker speaker\_1: Thank you for giving us a call.

Speaker speaker\_2: All right.

Speaker speaker\_1: Have a great rest of the day.

Speaker speaker\_2: Y- you too.