

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for- Oh, oh. ... quality assurance purposes. Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Hi. Um, I was just calling to see if maybe I could get my, uh, insurance card emailed to me, because I still haven't gotten it in my mail yet. No problem. Who do you work for, ma'am? Uh, it's Tara or Vers- Versella- Versella, I think. ... yeah. Yeah. All right. May I have the last four digits of your social? The last four? Yes. Uh, two, five, five, eight. Two, five, five, eight? Yes. Your first and last name? Cody Vergitz. Okay, Mr. Vergitz, for security reasons, and just to make sure we are in the correct file, can we please verify your complete address and date of birth? Yeah. It should be 619, uh, East 10th Street, Apartment C, er, March 18th, 1996. And where are you located, your mailing address? It's, uh, Newberg. It's 97132 your zip code and the State of Oregon? Yeah, 97132. We have a telephone number on file. Um, it's 503-810-8402. Yes. And we have 505-038-1084? Uh, it should be 8402. Oh, okay. Yeah. I brought in... Let's start with that. All right. So we do have two emails. We have your first name, last name at yahoo.com. Yes, that's correct. And then we... That's the one we're gonna send the email... I mean, the ID cards? Yes, please. All right. So let's... Let me put you on a brief hold so I can see which ID cards are, um, available to me, 'cause your benefits just became effective on Monday. Okay. And I'll... And I'll send you, um, whatever I have ready for you. All right? Okay. All right. Thank you so much. Just bear with me. Sure. Okay. Mr. Vergitz? Yeah. Thank you for holding. I'll proceed to email you your dental, vision, um, and your medical cards. Okay. Thank you so much. Um, the physical cards should be arriving sometime next week. But because of the holiday, it might take a little longer. Okay. But you could use these... Use digital cards with no problem. All right. All right. Thank you so much. Right. Anything else I can do for you, sir? No, that is it. All right. Thank you for giving us a call today. Have a great rest of the day, and happy Thanksgiving. Thank you. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for-

Speaker speaker_1: Oh, oh.

Speaker speaker_0: ... quality assurance purposes.

Speaker speaker_2: Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. Um, I was just calling to see if maybe I could get my, uh, insurance card emailed to me, because I still haven't gotten it in my mail yet.

Speaker speaker_2: No problem. Who do you work for, ma'am?

Speaker speaker_1: Uh, it's Tara or Vers- Versella-

Speaker speaker_2: Versella, I think.

Speaker speaker_1: ... yeah. Yeah.

Speaker speaker_2: All right. May I have the last four digits of your social?

Speaker speaker_1: The last four?

Speaker speaker_2: Yes.

Speaker speaker_1: Uh, two, five, five, eight.

Speaker speaker_2: Two, five, five, eight?

Speaker speaker_1: Yes.

Speaker speaker_2: Your first and last name?

Speaker speaker_1: Cody Vergitz.

Speaker speaker_2: Okay, Mr. Vergitz, for security reasons, and just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker_1: Yeah. It should be 619, uh, East 10th Street, Apartment C, er, March 18th, 1996.

Speaker speaker_2: And where are you located, your mailing address?

Speaker speaker_1: It's, uh, Newberg.

Speaker speaker_2: It's 97132 your zip code and the State of Oregon?

Speaker speaker_1: Yeah, 97132.

Speaker speaker_2: We have a telephone number on file. Um, it's 503-810-8402.

Speaker speaker_1: Yes.

Speaker speaker_2: And we have 505-038-1084?

Speaker speaker_1: Uh, it should be 8402.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Yeah.

Speaker speaker_2: I brought in... Let's start with that. All right. So we do have two emails. We have your first name, last name at yahoo.com.

Speaker speaker_1: Yes, that's correct.

Speaker speaker_2: And then we... That's the one we're gonna send the email... I mean, the ID cards?

Speaker speaker_1: Yes, please.

Speaker speaker_2: All right. So let's... Let me put you on a brief hold so I can see which ID cards are, um, available to me, 'cause your benefits just became effective on Monday.

Speaker speaker_1: Okay.

Speaker speaker_2: And I'll... And I'll send you, um, whatever I have ready for you. All right?

Speaker speaker_1: Okay. All right. Thank you so much.

Speaker speaker_2: Just bear with me. Sure.

Speaker speaker_1: Okay.

Speaker speaker_2: Mr. Vergitz?

Speaker speaker_1: Yeah.

Speaker speaker_2: Thank you for holding. I'll proceed to email you your dental, vision, um, and your medical cards.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_2: Um, the physical cards should be arriving sometime next week. But because of the holiday, it might take a little longer.

Speaker speaker_1: Okay.

Speaker speaker_2: But you could use these... Use digital cards with no problem.

Speaker speaker_1: All right. All right. Thank you so much.

Speaker speaker_2: Right. Anything else I can do for you, sir?

Speaker speaker_1: No, that is it.

Speaker speaker_2: All right. Thank you for giving us a call today. Have a great rest of the day, and happy Thanksgiving.

Speaker speaker_1: Thank you. You too.