Transcript: Pamela Blanc-5741929166979072-6528645976997888

Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Uh, Barry, I can hear you. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Uh, this is Darryl Ricks. You sent me a copy of my insurance yesterday, but somehow it got deleted, and I needed some more copies of my dental, visions and medical. Yes. And who do you work for, sir? MAU Parish, Texas. MAU Workforce Parish, Texas. May I have the last four digits of your Social? 4476. First and last name, sir? Mm-hmm. Your first and last name, sir? Oh, Ricks. That's your first or last name? That's my last name, Ricks, R-I-C-K-S. All right. First name Darryl. Mr. Darryl, for security reasons, and to make sure we are in the correct file, I need to verify your complete address and date of birth. 1404 Old Abbeyan Road. I need the whole address, sir. I just gotta make sure I have it correct on my end. Oh, 1404 Old Abbeyan Road, Clarksville, Texas 75426. Thank you for the information. Mm-hmm. I have a phone number on file, 903-341-7480, and your email- Yes. ... your email is your first name, Ricks, your last name, 291@gmail.com? Yes, ma'am. Okay. And you need, you said you need to owe your ID card? Yes, ma'am. All right. Email it to me, please. Sure. Let me, um, see. So bear with me while I generate the information. Okay. Mr. Ricks? This is ma'am. Thank you for holding. I'll proceed to email you the ID card. The email's- Okay. ... coming in from info@benefitsinacar. Okay, thank you very much. Thank you for giving us a call. Have a very blessed day. Mm. Okay. Thank you. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, Barry, I can hear you.

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

Speaker speaker_1: Uh, this is Darryl Ricks. You sent me a copy of my insurance yesterday, but somehow it got deleted, and I needed some more copies of my dental, visions and medical.

Speaker speaker_0: Yes. And who do you work for, sir?

Speaker speaker_1: MAU Parish, Texas. MAU Workforce Parish, Texas.

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

Speaker speaker_1: 4476.

Speaker speaker_0: First and last name, sir?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Your first and last name, sir?

Speaker speaker_1: Oh, Ricks.

Speaker speaker_0: That's your first or last name?

Speaker speaker_1: That's my last name, Ricks, R-I-C-K-S.

Speaker speaker_0: All right.

Speaker speaker_1: First name Darryl.

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

Speaker speaker_1: 1404 Old Abbeyan Road.

Speaker speaker_0: I need the whole address, sir. I just gotta make sure I have it correct on my end.

Speaker speaker_1: Oh, 1404 Old Abbeyan Road, Clarksville, Texas 75426.

Speaker speaker_0: Thank you for the information.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I have a phone number on file, 903-341-7480, and your email-

Speaker speaker_1: Yes.

Speaker speaker_0: ... your email is your first name, Ricks, your last name, 291@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And you need, you said you need to owe your ID card?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right.

Speaker speaker_1: Email it to me, please.

Speaker speaker_0: Sure. Let me, um, see. So bear with me while I generate the information.

Speaker speaker_1: Okay.

Speaker speaker_0: Mr. Ricks?

Speaker speaker_1: This is ma'am.

Speaker speaker_0: Thank you for holding. I'll proceed to email you the ID card. The email's-

Speaker speaker_1: Okay.

Speaker speaker_0: ... coming in from info@benefitsinacar.

Speaker speaker_1: Okay, thank you very much.

Speaker speaker_0: Thank you for giving us a call. Have a very blessed day.

Speaker speaker_1: Mm. Okay. Thank you.

Speaker speaker_0: Bye.

Speaker speaker_1: Bye-bye.