

## Transcript: Pamela

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Authority. This is Pamela speaking. How may I help you? Uh, yes, my name is Marquis, um, I have insurance with y'all and I haven't received my card yet. And who do you have with... The, um, who do you- It's been a- ... work for? Uh, Bosch, I mean Mau, M-A-U Bosch. May I have the last four digits of your Social? 4703. Your first and last name? Uh, Marquis Geddes. Mr. Geddes, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, my date of birth? Um, 7/11/99. And your address, sir? Uh, 747 Vision Bay Road. I need the complete address, sir, to make sure I have it correct. Okay, um, ooh, I probably gave you, I gave you the wrong address. 729, no, no, 7279 St. Ives, Charleston, South Carolina. So, I think there's a reason you haven't received your ID card, because we have 7927. You said it's 70, so it's 7279. That, that enrollment form that you signed and filled out- Mm-hmm. ... it says 20, 7927. I just wanna make sure. It is? Yeah, that's what it says. Um, can y'all change that or y'all, you know, I have to. Yeah, no, I, I, uh, I could do that and, and- Okay. ... so I could send you your new ID card as well. So can you repeat- Okay. ... it again? 72- Yes, we can do that. ... 29? My bad. Or 70, and that's okay. Listen, listen. Ooh, it's, um, 72, no, no, no, 7927 at St. Ives, Charles County, Charleston, South Carolina. Okay. Now, are you sure because that's the one I just told you? Well, you said it's 7-, yeah, it's 7927 St. Ives, South Carolina. But that's not what you just told me at, at the beginning, though. Oh, yeah, I'm sorry. I gave you the wrong... No, the, the first address I gave you, that's mine. That was my home address in Crofts. Okay, 'cause, so we have 7927 Science Road in Charleston. Wait, who, um, St. Ives? Mm-hmm, St. Ives. Okay, yeah. So yeah, it's 7927 St. Ives Road, Charleston, South Carolina. 29406. That's the ZIP code? Yeah, 29406, yes. No apartment number? Uh, 212. 212 is an apartment? That's probably, uh, why you didn't receive it because we don't have an apartment number listed here. Oh, right, yeah, it's 212. Okay. So I could send you your ID card to your email today and request your- Okay. ... ID card be mailed to you, um, with the apartment number there so that way it could get to you. Okay. And that would... So let me put you on a hold for while- That... Huh? Huh? Hold. Excuse me, ma'am? So I'm going to put you on a brief hold while I get all the information I need to email you the ID card. Okay. Thank you. Hello, Gary? Hi, yes. Thank you for holding. I've proceed to email your ID card. Check your spam and- Mm-hmm. ... your mail and make sure they're coming from Info@BenefitsInacard. Now, I could request a new ID, um, the physical ID card comes to you, um, it does take seven to 10 days for them to arrive. Okay. Right. Anything else I could do for you, sir? Uh, no. That, that's it. Thank you. So that's it for... Thank you for calling. Have a great rest of the day. All right. You too.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling Benefits and Authority. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Uh, yes, my name is Marquis, um, I have insurance with y'all and I haven't received my card yet.

Speaker speaker\_1: And who do you have with... The, um, who do you-

Speaker speaker\_2: It's been a-

Speaker speaker\_1: ... work for?

Speaker speaker\_2: Uh, Bosch, I mean Mau, M-A-U Bosch.

Speaker speaker\_1: May I have the last four digits of your Social?

Speaker speaker\_2: 4703.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Uh, Marquis Geddes.

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

Speaker speaker\_2: Uh, my date of birth? Um, 7/11/'99.

Speaker speaker\_1: And your address, sir?

Speaker speaker\_2: Uh, 747 Vision Bay Road.

Speaker speaker\_1: I need the complete address, sir, to make sure I have it correct.

Speaker speaker\_2: Okay, um, ooh, I probably gave you, I gave you the wrong address. 729, no, no, 7279 St. Ives, Charleston, South Carolina.

Speaker speaker\_1: So, I think there's a reason you haven't received your ID card, because we have 7927.

Speaker speaker\_2: You said it's 70, so it's 7279.

Speaker speaker\_1: That, that enrollment form that you signed and filled out-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... it says 20, 7927. I just wanna make sure.

Speaker speaker\_2: It is?

Speaker speaker\_1: Yeah, that's what it says.

Speaker speaker\_2: Um, can y'all change that or y'all, you know, I have to.

Speaker speaker\_1: Yeah, no, I, I, uh, I could do that and, and-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... so I could send you your new ID card as well. So can you repeat-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... it again? 72-

Speaker speaker\_2: Yes, we can do that.

Speaker speaker\_1: ... 29?

Speaker speaker\_2: My bad.

Speaker speaker\_1: Or 70, and that's okay.

Speaker speaker\_2: Listen, listen. Ooh, it's, um, 72, no, no, no, 7927 at St. Ives, Charles County, Charleston, South Carolina.

Speaker speaker\_1: Okay. Now, are you sure because that's the one I just told you?

Speaker speaker\_2: Well, you said it's 7-, yeah, it's 7927 St. Ives, South Carolina.

Speaker speaker\_1: But that's not what you just told me at, at the beginning, though.

Speaker speaker\_2: Oh, yeah, I'm sorry. I gave you the wrong... No, the, the first address I gave you, that's mine. That was my home address in Crofts.

Speaker speaker\_1: Okay, 'cause, so we have 7927 Science Road in Charleston.

Speaker speaker\_2: Wait, who, um, St. Ives?

Speaker speaker\_1: Mm-hmm, St. Ives.

Speaker speaker\_2: Okay, yeah. So yeah, it's 7927 St. Ives Road, Charleston, South Carolina.

Speaker speaker\_1: 29406. That's the ZIP code?

Speaker speaker\_2: Yeah, 29406, yes.

Speaker speaker\_1: No apartment number?

Speaker speaker\_2: Uh, 212.

Speaker speaker\_1: 212 is an apartment? That's probably, uh, why you didn't receive it because we don't have an apartment number listed here.

Speaker speaker\_2: Oh, right, yeah, it's 212.

Speaker speaker\_1: Okay. So I could send you your ID card to your email today and request your-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... ID card be mailed to you, um, with the apartment number there so that way it could get to you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And that would... So let me put you on a hold for while-

Speaker speaker\_2: That...

Speaker speaker\_1: Huh? Huh?

Speaker speaker\_2: Hold. Excuse me, ma'am?

Speaker speaker\_1: So I'm going to put you on a brief hold while I get all the information I need to email you the ID card.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Thank you. Hello, Gary?

Speaker speaker\_3: Hi, yes.

Speaker speaker\_1: Thank you for holding. I've proceed to email your ID card. Check your spam and-

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_1: ... your mail and make sure they're coming from Info@BenefitsInacard. Now, I could request a new ID, um, the physical ID card comes to you, um, it does take seven to 10 days for them to arrive.

Speaker speaker\_3: Okay.

Speaker speaker\_1: Right. Anything else I could do for you, sir?

Speaker speaker\_3: Uh, no. That, that's it. Thank you.

Speaker speaker\_1: So that's it for... Thank you for calling. Have a great rest of the day.

Speaker speaker\_3: All right. You too.