

Transcript: Pamela

Blanc-5795485760012288-4822270329929728

Full Transcript

Thank you for calling the ..., may I help you? Uh, yes. I, I work for Hydra Gear in Sullivan, Illinois under the Innovative Staff Solutions and I got insurance through them, but I have not gotten my medical card. Okay. Um, you said... What was the name of the staffing agency again, please? Uh, Innovative Staff Solutions. Okay. And the last four digits of the Social? Of my Social? Yes. It is, uh, 8248. First and last name? Derrick Rogers. Mr. Rogers, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. My address and date of birth? Yes. Is June 22nd, 2005. 3516 Marian Avenue, Mattoon, Illinois. Thank you for the information. We have a telephone number on file 217-259-0633. Uh, I actually need to change that. Okay. Is that where you're calling from? Yes. 217-294-9801. And your email is... Let's see, D-Y-E-R, D-E-R-Y C-K @gmail.com? Yes. All right. Let's see. So I could go ahead and email you, email you a copy of your medical card. Okay. And, one sec. Let me put you in a brief hold so I can have everything for me. I'm sorry, what was that? Let me put you in a brief hold while I generate the information. Okay. Mr. Rogers? Yes. All right, the email will be coming in from info@benefits in a card. Check your spam and junk mail. You might go there. Allow like a minute or so for you to receive it. Okay. Thank you. Anything else I could do for you, sir? Not today. All right, thank you for giving us a call. Have a great rest of the day. Yep, you too.

Conversation Format

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

Speaker speaker_1: Uh, yes. I, I work for Hydra Gear in Sullivan, Illinois under the Innovative Staff Solutions and I got insurance through them, but I have not gotten my medical card.

Speaker speaker_0: Okay. Um, you said... What was the name of the staffing agency again, please?

Speaker speaker_1: Uh, Innovative Staff Solutions.

Speaker speaker_0: Okay. And the last four digits of the Social?

Speaker speaker_1: Of my Social?

Speaker speaker_0: Yes.

Speaker speaker_1: It is, uh, 8248.

Speaker speaker_0: First and last name?

Speaker speaker_1: Derrick Rogers.

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

Speaker speaker_1: My address and date of birth?

Speaker speaker_0: Yes.

Speaker speaker_1: Is June 22nd, 2005. 3516 Marian Avenue, Mattoon, Illinois.

Speaker speaker_0: Thank you for the information. We have a telephone number on file 217-259-0633.

Speaker speaker_1: Uh, I actually need to change that.

Speaker speaker_0: Okay. Is that where you're calling from?

Speaker speaker_1: Yes.

Speaker speaker_0: 217-294-9801. And your email is... Let's see, D-Y-E-R, D-E-R-Y C-K @gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Let's see. So I could go ahead and email you, email you a copy of your medical card.

Speaker speaker_1: Okay.

Speaker speaker_0: And, one sec. Let me put you in a brief hold so I can have everything for me.

Speaker speaker_1: I'm sorry, what was that?

Speaker speaker_0: Let me put you in a brief hold while I generate the information.

Speaker speaker_1: Okay.

Speaker speaker_0: Mr. Rogers?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, the email will be coming in from info@benefits in a card. Check your spam and junk mail. You might go there. Allow like a minute or so for you to receive it.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you. Anything else I could do for you, sir?

Speaker speaker_1: Not today.

Speaker speaker_0: All right, thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: Yep, you too.