

Transcript: Pamela

Blanc-5870042094551040-4675038948933632

Full Transcript

Thank you for calling by number 10:04. This is Pamela speaking. How may I help you? Hi, hello. Hi, this is Alex from To getting a claim status. Sorry for that. And... Hello. You say you calling for? Forwarder office. Hello? And what's the policy number? Yes, I'm here. Mm-hmm. What's the policy number? Policy number. Yes. M as in mike, E as in echo. 09- Our poli- our policies- ... 62. ... do not start with letters, sir. Our policies- Mm-hmm. ... do not start with letters. Mm-hmm. Uh- It has to... If the, if it's one of them with the letter, it has to be letter E. Other than that, we don't... Or numbers, only numbers. Oh. Okay, uh, may I know the patient date of birth? No, sir. I need the- Mm-hmm. In order to help you with the correct department to help you out, I need the policy number. Mm-hmm. Then, uh, how I get the, then how I get the claim status? This is S&S; Healthcare? Benefits and Accord. S&S; Insurance, right? Well, but, but not with that, uh, policy number. No. We don't, we don't carry those numbers for policy. Mm-hmm. Just tell me once I, uh... Anything else I could do for you, sir? Sorry? Then, uh, how I get-

Conversation Format

Speaker speaker_0: Thank you for calling by number 10:04. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, hello. Hi, this is Alex from To getting a claim status. Sorry for that.

Speaker speaker_0: And...

Speaker speaker_1: Hello.

Speaker speaker_0: You say you calling for?

Speaker speaker_1: Forwarder office. Hello?

Speaker speaker_0: And what's the policy number? Yes, I'm here.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: What's the policy number?

Speaker speaker_1: Policy number. Yes. M as in mike, E as in echo. 09-

Speaker speaker_0: Our poli- our policies-

Speaker speaker_1: ... 62.

Speaker speaker_0: ... do not start with letters, sir. Our policies-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... do not start with letters.

Speaker speaker_1: Mm-hmm. Uh-

Speaker speaker_0: It has to... If the, if it's one of them with the letter, it has to be letter E. Other than that, we don't... Or numbers, only numbers.

Speaker speaker_1: Oh. Okay, uh, may I know the pa- patient date of birth?

Speaker speaker_0: No, sir. I need the-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: In order to help you with the correct department to help you out, I need the policy number.

Speaker speaker_1: Mm-hmm. Then, uh, how I get the, then how I get the claim status? This is S&S; Healthcare?

Speaker speaker_0: Benefits and Accord.

Speaker speaker_1: S&S; Insurance, right?

Speaker speaker_0: Well, but, but not with that, uh, policy number. No. We don't, we don't carry those numbers for policy.

Speaker speaker_1: Mm-hmm. Just tell me once I, uh...

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

Speaker speaker_1: Then, uh, how I get-