

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you? I'm supposed to call you because I have yet to receive my, um, insurance card. Sure. Um, may I have the last four digits of your social and the staffing agency you're working for? 9998 and ASG or Vers- Versella's, but it comes through my phone as both. Okay. 99, 8, Versella's. Your first and last name, ma'am? Darlene Agee. Can you repeat the last four for me? 9998.

Darlene. All right, Ms. Darlene, can we please verify your complete address and date of birth for security reasons? 10931 North Greenacre Court, Winamac, Indiana 46996 and my birthday is December 31st, 1969. Thank you for the information. We have a telephone number on file. Uh, 5749... 5950343 and- 0345. 0345. And your email's your first name, last name 1969@gmail.com? Darlene M., as in Michelle, Agee1969. Yes. All right. So let me put you in a brief vocal lookout if you ID cards are bad ... . Just bear with me, so I can email it to you, ma'am. No problem. Thank you. Ma'am? Hello? Yes. Can you hear me okay? So I emailed you your ID card. Yeah. And I also emailed you the how to register for your prescription plan online and get the ID through that. Okay. All right? Okay. Is there anything else I can do for you, ma'am? I think that'll be it. All right, thank you for giving us a call. Have a great rest of this day. You too, thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you?

Speaker speaker\_1: I'm supposed to call you because I have yet to receive my, um, insurance card.

Speaker speaker\_0: Sure. Um, may I have the last four digits of your social and the staffing agency you're working for?

Speaker speaker\_1: 9998 and ASG or Vers- Versella's, but it comes through my phone as both.

Speaker speaker\_0: Okay. 99, 8, Versella's. Your first and last name, ma'am?

Speaker speaker\_1: Darlene Agee.

Speaker speaker\_0: Can you repeat the last four for me?

Speaker speaker\_1: 9998.

Speaker speaker\_0: Darlene. All right, Ms. Darlene, can we please verify your complete address and date of birth for security reasons?

Speaker speaker\_1: 10931 North Greenacre Court, Winamac, Indiana 46996 and my birthday is December 31st, 1969.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file. Uh, 5749... 5950343 and-

Speaker speaker\_1: 0345.

Speaker speaker\_0: 0345. And your email's your first name, last name 1969@gmail.com?

Speaker speaker\_1: Darlene M., as in Michelle, Agee1969. Yes.

Speaker speaker\_0: All right. So let me put you in a brief vocal lookout if you ID cards are bad ... . Just bear with me, so I can email it to you, ma'am.

Speaker speaker\_1: No problem.

Speaker speaker\_0: Thank you. Ma'am?

Speaker speaker\_1: Hello? Yes.

Speaker speaker\_0: Can you hear me okay? So I emailed you your ID card.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And I also emailed you the how to register for your prescription plan online and get the ID through that.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Is there anything else I can do for you, ma'am?

Speaker speaker\_1: I think that'll be it.

Speaker speaker\_0: All right, thank you for giving us a call. Have a great rest of this day.

Speaker speaker\_1: You too, thank you.