

## **Transcript: Pamela**

**Blanc-5950229712388096-4937072416047104**

### **Full Transcript**

Thank you for calling Benefits and Awards. This is speaking. How may I help you? Hi. Good e-good evening. Um, I'm calling in regards to, um, I guess my benefit plan. Uh, I wanted to know, um, I mean, what information do I need to give you in order to get an electronic ID card for one of my insurances? Okay. Um, we, I'm gonna need the name of the staffing agency that you work for and the last four digits of your Social. Okay, no problem. The name of my, um, agency I work for is North Casting Group. Okay. And the last four digits of my Social Security is 1529. First and last name, sir? Uh, John Saldivia. Mr. Saldivia, 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. No problem. So my, my complete add- address is 121 Edgewood Avenue, Downcrest, New York and my date of birth is February 26, 1998. Okay. Please a zip code? My zip code is 10704. Thank you for the information. We have a phone number of 53472264217 and your email is the first name dot your last name at Yahoo! Correct. So I'm gonna put you in a brief hold while we look up your information and send you the email with your ID card. Mm-hmm. All right, thank you. Okay, perfect. Thank you. Is this Nadavia? Yeah. Sorry, um, for... I apologize for the waiting. I went ahead and emailed you your ID card. Check your spam and junk mail, it might go there. And your email... Mm-hmm. ... came from info@benefitsInacard. All right. Is that enough I could do for you, sir? No, that's all. I just got the email just right now. Thank you so much, I really appreciate your help with that. Thank you for calling Benefits Ina Card. Have a wonderful rest of the day. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Awards. This is speaking. How may I help you?

Speaker speaker\_1: Hi. Good e- good evening. Um, I'm calling in regards to, um, I guess my benefit plan. Uh, I wanted to know, um, I mean, what information do I need to give you in order to get an electronic ID card for one of my insurances?

Speaker speaker\_0: Okay. Um, we, I'm gonna need the name of the staffing agency that you work for and the last four digits of your Social.

Speaker speaker\_1: Okay, no problem. The name of my, um, agency I work for is North Casting Group.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And the last four digits of my Social Security is 1529.

Speaker speaker\_0: First and last name, sir?

Speaker speaker\_1: Uh, John Saldivia.

Speaker speaker\_0: Mr. Saldivia, 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: No problem. So my, my complete add- address is 121 Edgewood Avenue, Downcrest, New York and my date of birth is February 26, 1998.

Speaker speaker\_0: Okay. Please a zip code?

Speaker speaker\_1: My zip code is 10704.

Speaker speaker\_0: Thank you for the information. We have a phone number of 53472264217 and your email is the first name dot your last name at Yahoo!

Speaker speaker\_1: Correct.

Speaker speaker\_0: So I'm gonna put you in a brief hold while we look up your information and send you the email with your ID card.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: All right, thank you.

Speaker speaker\_1: Okay, perfect. Thank you.

Speaker speaker\_2: Is this Nadavia?

Speaker speaker\_3: Yeah.

Speaker speaker\_2: Sorry, um, for... I apologize for the waiting. I went ahead and emailed you your ID card. Check your spam and junk mail, it might go there. And your email...

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_2: ... came from info@benefitsInacard. All right. Is that enough I could do for you, sir?

Speaker speaker\_3: No, that's all. I just got the email just right now. Thank you so much, I really appreciate your help with that.

Speaker speaker\_2: Thank you for calling Benefits Ina Card. Have a wonderful rest of the day.

Speaker speaker\_3: You too. Thank you.