

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? Um, my name is Cory Jackson and I wanted to check on the status of my insurance card. Sure. May I have the last four digits of your Social and the staffing agency you work for? Um, it's MAU Staffing and it's 6712. Mr. Jackson? Yes. For security reasons and to make sure we are in the correct file, can you please verify your complete address and date of birth? It's 215 Rosewalk Drive, Covington, Georgia 30016. And it's the birth date of October the 22nd, 1976. Thank you for the information. We have a telephone number on file, which is 470-353-4090. Yes. And your email is amanda.cory76@gmail.com. Yes. Okay. All right. So your benefits became effective... That was on Monday. Let me put you in a brief hold to see if your ID card are generated in the system. Okay. Thank you. Hold on one moment. Okay. Mr. Jackson? Yes. So the ID card are not generated yet today, but give us a call back tomorrow most likely, so they usually take 72 hours for them to generate in the system. Oh, okay. Most likely tomorrow they will be, they will be available. Okay. All right? Okay. Thank you so much. Thank you for giving us a call. Have a great rest of the day, sir. Okay. You too. Bye-bye. Bye-bye.

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: Um, my name is Cory Jackson and I wanted to check on the status of my insurance card.

Speaker speaker_0: Sure. May I have the last four digits of your Social and the staffing agency you work for?

Speaker speaker_1: Um, it's MAU Staffing and it's 6712.

Speaker speaker_0: Mr. Jackson?

Speaker speaker_1: Yes.

Speaker speaker_0: For security reasons and to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: It's 215 Rosewalk Drive, Covington, Georgia 30016. And it's the birth date of October the 22nd, 1976.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, which is 470-353-4090.

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is amanda.cory76@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right. So your benefits became effective... That was on Monday. Let me put you in a brief hold to see if your ID card are generated in the system.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you.

Speaker speaker_2: Hold on one moment.

Speaker speaker_1: Okay.

Speaker speaker_0: Mr. Jackson?

Speaker speaker_1: Yes.

Speaker speaker_0: So the ID card are not generated yet today, but give us a call back tomorrow most likely, so they usually take 72 hours for them to generate in the system.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Most likely tomorrow they will be, they will be available.

Speaker speaker_1: Okay.

Speaker speaker_0: All right?

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker_1: Okay. You too.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Bye-bye.