

## **Transcript: Pamela**

**Blanc-6060344640225280-4568639114002432**

### **Full Transcript**

Your call may be monitored- Oh. ... or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Pamela speaking, how may I help you? Uh, yes ma'am, I had just gotten signed up for that last week, and they started, uh, taking it out of my pay, but I do not have a number. Like, I haven't got my ID card yet, and I was supposed to go to the doctor tomorrow and I was wondering if I could get, like, a claim number or whatever it's called. Who do you work for? WorkSource. May I have the last four digits of your social? 0717. 0717? Yep. Your first and last name, sir? Devin Hill. Mr. Hill, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth. Okay, it's, uh, 242 Riviera Drive, Boonville, Arkansas 79207, and then the date of birth is 12/14/90. Thank you for the information. We have a telephone number on file for 793-22-2748. Yes, ma'am. And email is devinhill323@gmail.com. Yep. All right, um, let me see if the ID cards are generated in our system so I could send you, um, copies to your email. Okay. Just bear with me, sir. Thank you. Okay. Thank you. Mr. Hill? Yes, ma'am. Thank you for holding. I proceeded to email you for your ID card. You should be receiving the physical one to you within the next seven to 10 business days. Okay. Awesome. Get you email in my - Thank you, very... ... junk. Yeah, I got it. All right. Thank you very much. Thank you for giving us a call. Have a great rest of the day, sir. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... or recorded for quality assurance purposes.

Speaker speaker\_2: Thank you for calling Benefits in a Card, this is Pamela speaking, how may I help you?

Speaker speaker\_1: Uh, yes ma'am, I had just gotten signed up for that last week, and they started, uh, taking it out of my pay, but I do not have a number. Like, I haven't got my ID card yet, and I was supposed to go to the doctor tomorrow and I was wondering if I could get, like, a claim number or whatever it's called.

Speaker speaker\_2: Who do you work for?

Speaker speaker\_1: WorkSource.

Speaker speaker\_2: May I have the last four digits of your social?

Speaker speaker\_1: 0717.

Speaker speaker\_2: 0717?

Speaker speaker\_1: Yep.

Speaker speaker\_2: Your first and last name, sir?

Speaker speaker\_1: Devin Hill.

Speaker speaker\_2: Mr. Hill, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker\_1: Okay, it's, uh, 242 Riviera Drive, Boonville, Arkansas 79207, and then the date of birth is 12/14/90.

Speaker speaker\_2: Thank you for the information. We have a telephone number on file for 793-22-2748.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: And email is devinhill323@gmail.com.

Speaker speaker\_1: Yep.

Speaker speaker\_2: All right, um, let me see if the ID cards are generated in our system so I could send you, um, copies to your email.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Just bear with me, sir. Thank you.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_2: Mr. Hill?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Thank you for holding. I proceeded to email you for your ID card. You should be receiving the physical one to you within the next seven to 10 business days.

Speaker speaker\_1: Okay. Awesome.

Speaker speaker\_2: Get you email in my -

Speaker speaker\_1: Thank you, very...

Speaker speaker\_2: ... junk.

Speaker speaker\_1: Yeah, I got it.

Speaker speaker\_2: All right.

Speaker speaker\_1: Thank you very much.

Speaker speaker\_2: Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker\_1: You too. Thank you.