

Transcript: Pamela

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Full Transcript

Thank you for calling Benefit Center Card. This is Pamela speaking. How may I help you? Uh, yes, I just got my cards emailed to me, for vision and dental, and I'm waiting on one for health insurance. Um, I also paid to have my spouse, um, have insurance too. Am I waiting for cards with her name on them or does she give my group name and num- uh, my name? How does that work? Um, you, she used... She will use the same ID card. When they pull up the information, um, her name will come up in the system. They don't, they- Okay, so they are- The carriers do not, the carrier do not provide different ID card. It should say your name plus spouse. Okay. All right. And it doesn't show that on the card itself, but when I look it up, she'll be in there? Yes, sir. Okay, thank you. All right, thank you for giving us a call. Have a great rest of your day. You as well.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Uh, yes, I just got my cards emailed to me, for vision and dental, and I'm waiting on one for health insurance. Um, I also paid to have my spouse, um, have insurance too. Am I waiting for cards with her name on them or does she give my group name and num- uh, my name? How does that work?

Speaker speaker_0: Um, you, she used... She will use the same ID card. When they pull up the information, um, her name will come up in the system. They don't, they-

Speaker speaker_1: Okay, so they are-

Speaker speaker_0: The carriers do not, the carrier do not provide different ID card. It should say your name plus spouse.

Speaker speaker_1: Okay.

Speaker speaker_0: All right.

Speaker speaker_1: And it doesn't show that on the card itself, but when I look it up, she'll be in there?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: All right, thank you for giving us a call. Have a great rest of your day.

Speaker speaker_1: You as well.