

## **Transcript: Pamela**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Cards. This is Pamela speaking. How may I help you? Hello. My name is Olabisi Borisade, please. Yeah. Hello? Yes? Yeah, sorry, I have a quick question as regards this benefit card of the team. Is it... I think it's for my health insurance, right? Yes, it's health insurance. Yeah, so when am I supposed to get the card, and when am I supposed to start using it? Well, after the benefits are active, the ID card takes seven to 10 days to arrive. How many days? Seven to 10 business day. Okay, so w- what am I... I just want to know if I'm being activated already, so, to know when my card is coming. That's why I'm calling. Did you receive your ID card? What did you say? Did you receive the ID card? No, not yet. Okay. May I have the last four digits of your social so I can pull up your file? 2807. 2807? 07, mm-hmm. Mr. Borisade, can you please verify your complete address and date of birth for security reasons, just to make sure we out - we are in the correct file? Okay, my address is 2350 Cole Parkway Southeast, Atlanta, Apartment 31K, 30080 Georgia, um, date of birth October 15, 1978. Thank you for the information. We have a telephone number on file which is, uh, 470-437-0244. Good. And your email is jensuboris@yahoo.com. All right. Okay. Uh, let's see. So your benefit's gonna be active on Monday. Monday? Yes. So, after Monday, it takes like seven days for the card to arrive, right? Yes, but you could give us a call on Thursday next week, and if they are available to us, we could send your temporary one to your email. All right. Thank you very much. All right. Thank you for giving us a call. You're welcome.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits Center Cards. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hello. My name is Olabisi Borisade, please. Yeah. Hello?

Speaker speaker\_1: Yes?

Speaker speaker\_2: Yeah, sorry, I have a quick question as regards this benefit card of the team. Is it... I think it's for my health insurance, right?

Speaker speaker\_1: Yes, it's health insurance.

Speaker speaker\_2: Yeah, so when am I supposed to get the card, and when am I supposed to start using it?

Speaker speaker\_1: Well, after the benefits are active, the ID card takes seven to 10 days to arrive.

Speaker speaker\_2: How many days?

Speaker speaker\_1: Seven to 10 business day.

Speaker speaker\_2: Okay, so w- what am I... I just want to know if I'm being activated already, so, to know when my card is coming. That's why I'm calling.

Speaker speaker\_1: Did you receive your ID card?

Speaker speaker\_2: What did you say?

Speaker speaker\_1: Did you receive the ID card?

Speaker speaker\_2: No, not yet.

Speaker speaker\_1: Okay. May I have the last four digits of your social so I can pull up your file?

Speaker speaker\_2: 2807.

Speaker speaker\_1: 2807?

Speaker speaker\_2: 07, mm-hmm.

Speaker speaker\_1: Mr. Borisade, can you please verify your complete address and date of birth for security reasons, just to make sure we out - we are in the correct file?

Speaker speaker\_2: Okay, my address is 2350 Cole Parkway Southeast, Atlanta, Apartment 31K, 30080 Georgia, um, date of birth October 15, 1978.

Speaker speaker\_1: Thank you for the information. We have a telephone number on file which is, uh, 470-437-0244.

Speaker speaker\_2: Good.

Speaker speaker\_1: And your email is jensuboris@yahoo.com.

Speaker speaker\_2: All right.

Speaker speaker\_1: Okay. Uh, let's see. So your benefit's gonna be active on Monday.

Speaker speaker\_2: Monday?

Speaker speaker\_1: Yes.

Speaker speaker\_2: So, after Monday, it takes like seven days for the card to arrive, right?

Speaker speaker\_1: Yes, but you could give us a call on Thursday next week, and if they are available to us, we could send your temporary one to your email.

Speaker speaker\_2: All right. Thank you very much.

Speaker speaker\_1: All right. Thank you for giving us a call.

Speaker speaker\_2: You're welcome.