

Transcript: Pamela

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Full Transcript

Benefit Center Part, this is Pamela speaking. How may I help you? Hi. I would like to pay a, um, pay a fee. To pay a fee? Yeah, because, um... Yeah, I gotta pay a fee. Who do you work for? HCC. May I have the last four digits of your Social? 4097. Your first and last name? Tamia Bell Gibson. Okay. Miss Gibson, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? 13332 South Michigan Avenue, Chicago, Illinois, 60827. My phone number is 708-4070-145. All right. We have a telephone number on file, um, 708-407-0141 and email is- No, 708-407-0145. Um... Oh. We have the email which is your first name, Davis, 9898@email.com? No, send it to TamiaHeirs@gmail.com. Well, both of 'em. Okay. Um... So you're gonna be paying \$49.40 for the week, for this week? Yeah, I'm gonna be payin' that. How much for four weeks? We cannot accept, uh, the full week. You have to do it each week. Uh, week by week? Yes. Okay. Are we using the address you have on file for mailing, uh, ba- billing purposes? I can't hear you. Are we using the same r- address, the mailing address as the billing address? No, we gonna use another one. What is the address? 7629 South Perry Avenue, Chicago. South Perry, ma'am? South Perry? Yes. South Perry Avenue, Chicago. P-e, P-E-R-R-Y? Yes. And the ZIP Code? Uh, I'm not sure. I'm driving right now, um... Well, uh, without the ZIP Code, I will not be able to process the payment. Right. Okay, give me a minute. Just hang on. Give me one minute. Sorry. No problem. Okay? No problem. But matter fact, change the address. We gon' put this address, 15125- 15125? South Sacramento Avenue. Oh, South Sacramento Avenue. All right. Markham, Illinois. The ZIP Code? 60428. 60428. I'm gonna repeat the address to make sure I have it correct. It's 15125 Sacramento Avenue, ZIP Code 60478. No, 60428. All right, 28, okay. Um, I'm ready for the card whenever you are. Oh, my card... My card number is 4232. 4- 2302. 4... I'm sorry, 4432? No, 4232. Yeah, 4232- 2302. ... 302. 0753. 0753. 4335. 4335. Okay. And the expiration date? 02/27. And the security code? 4... I mean, 748. Do you need a address for that card or just the card number? No, the, the address that I need is for the billing address of the card you provide. Okay. So it could match. Otherwise it won't, the payment won't pa- won't go through. Okay. Well, yeah, change that address, 'cause I gotta change my address on card. So you can change, change the address I just gave you. What's the address we're gonna use? 13332 South Michigan Avenue- So that's the one we got on file, the Michigan Avenue? Well, yeah, that's the... Yeah, use that address to send it. Okay. All right. The payment went through. Um, you will receive the email with the receipt. Is there anything else I could do for you, ma'am? Yes. Can you send me my medical card and my GoodRx on email? Um, I can send you the ID card for your medical. Then, um, have you registered online for your FreeRx? I don't know how to do that. Can you tell me how to do it? I could... I will send you the instructions on how to do it. Okay. You sayin' walk me through it or what? I am. No, unfortunately not, ma'am. Uh, you will have the link and it will take you

directly there and all you gotta do is like put all your information and there you will be able to get your ID card. Oh. Fuckin' drive all the way over here. Okay, ma'am. Thank you. All right. When you look for the email, check your spam and junk mail. It might go there. Okay. All right. Thank you for giving us a call today. Have a- You want that insurance card, right? Yes, I will email it to you. Okay, thank you.

Conversation Format

Speaker speaker_1: Benefit Center Part, this is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. I would like to pay a, um, pay a fee.

Speaker speaker_1: To pay a fee?

Speaker speaker_2: Yeah, because, um... Yeah, I gotta pay a fee.

Speaker speaker_1: Who do you work for?

Speaker speaker_2: HCC.

Speaker speaker_1: May I have the last four digits of your Social?

Speaker speaker_2: 4097.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Tamia Bell Gibson.

Speaker speaker_1: Okay. Miss Gibson, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: 13332 South Michigan Avenue, Chicago, Illinois, 60827. My phone number is 708-4070-145.

Speaker speaker_1: All right. We have a telephone number on file, um, 708-407-0141 and email is-

Speaker speaker_2: No, 708-407-0145.

Speaker speaker_1: Um... Oh. We have the email which is your first name, Davis, 9898@email.com?

Speaker speaker_2: No, send it to TamiaHeirs@gmail.com. Well, both of 'em.

Speaker speaker_1: Okay. Um... So you're gonna be paying \$49.40 for the week, for this week?

Speaker speaker_2: Yeah, I'm gonna be payin' that. How much for four weeks?

Speaker speaker_1: We cannot accept, uh, the full week. You have to do it each week.

Speaker speaker_2: Uh, week by week?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay.

Speaker speaker_1: Are we using the address you have on file for mailing, uh, ba- billing purposes?

Speaker speaker_2: I can't hear you.

Speaker speaker_1: Are we using the same r- address, the mailing address as the billing address?

Speaker speaker_2: No, we gonna use another one.

Speaker speaker_1: What is the address?

Speaker speaker_2: 7629 South Perry Avenue, Chicago.

Speaker speaker_1: South Perry, ma'am? South Perry?

Speaker speaker_2: Yes. South Perry Avenue, Chicago.

Speaker speaker_1: P-e, P-E-R-R-Y?

Speaker speaker_2: Yes.

Speaker speaker_1: And the ZIP Code?

Speaker speaker_2: Uh, I'm not sure. I'm driving right now, um...

Speaker speaker_1: Well, uh, without the ZIP Code, I will not be able to process the payment.

Speaker speaker_2: Right. Okay, give me a minute. Just hang on. Give me one minute. Sorry.

Speaker speaker_1: No problem.

Speaker speaker_2: Okay?

Speaker speaker_1: No problem.

Speaker speaker_2: But matter fact, change the address. We gon' put this address, 15125-

Speaker speaker_1: 15125?

Speaker speaker_2: South Sacramento Avenue.

Speaker speaker_1: Oh, South Sacramento Avenue. All right.

Speaker speaker_2: Markham, Illinois.

Speaker speaker_1: The ZIP Code?

Speaker speaker_2: 60428.

Speaker speaker_1: 60428. I'm gonna repeat the address to make sure I have it correct. It's 15125 Sacramento Avenue, ZIP Code 60478.

Speaker speaker_2: No, 60428.

Speaker speaker_1: All right, 28, okay. Um, I'm ready for the card whenever you are.

Speaker speaker_2: Oh, my card... My card number is 4232.

Speaker speaker_1: 4-

Speaker speaker_2: 2302.

Speaker speaker_1: 4... I'm sorry, 4432?

Speaker speaker_2: No, 4232.

Speaker speaker_1: Yeah, 4232-

Speaker speaker_2: 2302.

Speaker speaker_1: ... 302.

Speaker speaker_2: 0753.

Speaker speaker_1: 0753.

Speaker speaker_2: 4335.

Speaker speaker_1: 4335. Okay. And the expiration date?

Speaker speaker_2: 02/27.

Speaker speaker_1: And the security code?

Speaker speaker_2: 4... I mean, 748. Do you need a address for that card or just the card number?

Speaker speaker_1: No, the, the address that I need is for the billing address of the card you provide.

Speaker speaker_2: Okay.

Speaker speaker_1: So it could match. Otherwise it won't, the payment won't pa- won't go through.

Speaker speaker_2: Okay. Well, yeah, change that address, 'cause I gotta change my address on card. So you can change, change the address I just gave you.

Speaker speaker_1: What's the address we're gonna use?

Speaker speaker_2: 13332 South Michigan Avenue-

Speaker speaker_1: So that's the one we got on file, the Michigan Avenue?

Speaker speaker_2: Well, yeah, that's the... Yeah, use that address to send it.

Speaker speaker_1: Okay. All right. The payment went through. Um, you will receive the email with the receipt. Is there anything else I could do for you, ma'am?

Speaker speaker_2: Yes. Can you send me my medical card and my GoodRx on email?

Speaker speaker_1: Um, I can send you the ID card for your medical. Then, um, have you registered online for your FreeRx?

Speaker speaker_2: I don't know how to do that. Can you tell me how to do it?

Speaker speaker_1: I could... I will send you the instructions on how to do it.

Speaker speaker_2: Okay. You sayin' walk me through it or what?

Speaker speaker_1: I am. No, unfortunately not, ma'am. Uh, you will have the link and it will take you directly there and all you gotta do is like put all your information and there you will be able to get your ID card.

Speaker speaker_2: Oh. Fuckin' drive all the way over here. Okay, ma'am. Thank you.

Speaker speaker_1: All right. When you look for the email, check your spam and junk mail. It might go there.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Thank you for giving us a call today. Have a-

Speaker speaker_2: You want that insurance card, right?

Speaker speaker_1: Yes, I will email it to you.

Speaker speaker_2: Okay, thank you.