

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Pamela speaking, how may I help you? Hey, I was trying to, um, see about getting enrolled in y'all benefits. Um, who do you work for, ma'am? Crowd Service. Okay. Calhoun. May I have the last four digits of your social? 9151. 911. And your first and last name? Jalandra Oden. Ms. Oden, 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? It'll be 1512 25th Street North, Bessemer, Alabama 12279. Is the ZIP code in your area 35020? Yes. We have a telephone number on file to 0541004814, and your email is your last name, first name @gmail.com? Yes. And do you know the plan that you would like to enroll to? No, um, I wasn't able to see what all you guys had. Okay. If you would like, I could send you a complete guide, um, of the benefits, so you can- Yes, ma'am. ... um, what they offer. Um, you still have until, let's see, the 3rd of January to enroll. Okay. Yes, ma'am. Thank you. Um, okay. So, I will go ahead and email you the benefit guide. Um, check your spam and junk mail, it might go there. And if you have questions or concerns, just give us a call and we'll go over the benefit guide with you. Uh, let's see. Perfect. So, check your spam and junk mail, it's coming from info@benefitsinacard. Um, is there anything else I could do for you, ma'am? No, ma'am. That's all. I just wanted to, um, get that sorted. Okay. Thank you for giving us a good day. Have a great rest of this day. You as well.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card, this is Pamela speaking, how may I help you?

Speaker speaker_2: Hey, I was trying to, um, see about getting enrolled in y'all benefits.

Speaker speaker_1: Um, who do you work for, ma'am?

Speaker speaker_2: Crowd Service.

Speaker speaker_1: Okay.

Speaker speaker_2: Calhoun.

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

Speaker speaker_2: 9151.

Speaker speaker_1: 911. And your first and last name?

Speaker speaker_2: Jalandra Oden.

Speaker speaker_1: Ms. Oden, 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: It'll be 1512 25th Street North, Bessemer, Alabama 12279.

Speaker speaker_1: Is the ZIP code in your area 35020?

Speaker speaker_2: Yes.

Speaker speaker_1: We have a telephone number on file to 0541004814, and your email is your last name, first name @gmail.com? Yes. And do you know the plan that you would like to enroll to?

Speaker speaker_2: No, um, I wasn't able to see what all you guys had.

Speaker speaker_1: Okay. If you would like, I could send you a complete guide, um, of the benefits, so you can-

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: ... um, what they offer. Um, you still have until, let's see, the 3rd of January to enroll.

Speaker speaker_2: Okay. Yes, ma'am. Thank you.

Speaker speaker_1: Um, okay. So, I will go ahead and email you the benefit guide. Um, check your spam and junk mail, it might go there. And if you have questions or concerns, just give us a call and we'll go over the benefit guide with you. Uh, let's see.

Speaker speaker_2: Perfect.

Speaker speaker_1: So, check your spam and junk mail, it's coming from info@benefitsinacard. Um, is there anything else I could do for you, ma'am?

Speaker speaker_2: No, ma'am. That's all. I just wanted to, um, get that sorted.

Speaker speaker_1: Okay. Thank you for giving us a good day. Have a great rest of this day.

Speaker speaker_2: You as well.