

## Transcript: Pamela

**Blanc-6211238777372672-5168719755001856**

### 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. Yeah. Is that Pamela? Yes, sir. Oh, okay. So hi, my name is Charles Link and, um, and I work for ADEP in, um, what is it? Pooler, I guess. But anyway, I, I need to try to see if I can get a, a card. I don't have a medical card yet, right? Up there. Okay. And you say you work for, uh, ADEP. Um, may I have the last 14 digits of your Social so I could pull up your file? It's 4023. 40- 23. 4023. And what was your name again, sir? Charles Link. L-I-N-K is my last name. Junior? Yes. Okay, Mr. Link. For security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Wait, my... The address is 164 Clover Point Circle. That's in Guyton, Georgia, and the zip is 31312. Birth is 6/20/69. Do you have any other address? That's not the one we have on file. Yeah, I know. That's why it's... Probably why I didn't get my card yet. But the thing is, when I filled out my, uh, my enrollment plan, I put this address on there, but the original address when I first did the application for the job is from something in Tuscaloosa, Alabama. I no longer live there. I live in Georgia. Okay. So when, um... If you make the changes with ACC it doesn't, um, automatically update with us. Okay. You need, um... So we could go ahead and make the changes for the address. It may be subject to change as well soon. I'm just, I'm just... Like, I only recently been here two months and right now I'm staying here. Okay. So if, if you want, you want me to leave the, um, the..... on file and then when you're ready to, please change address, give us a call and make the changes? Hold on. Say what now? Hey, so you want me to leave the address we have on file which is the 2719-2719? Oak Street, yeah. Well, why would I want you to leave that on file? I, I said I no longer- I under- ... live there. I understand, but you said you're moving, uh, soon. Right. So what I'm trying to say is do... Want me to leave the address we have on file and when you move and you already have the new address, you could give us a call- No. ... and we could update it. That's what I was asking. Ma'am, ma'am, ma... Listen. I said I've moved from that address and the address I'm living at now, I may be leaving from here soon. But the c-... I have nothing to... I'm, I'm paying for something I don't have a card for and I need my card. What it is, is y'all sent the card to that address. I don't live in, I don't live in Tuscaloosa, Alabama no more. I live in Georgia. I completely understand. I'm going to email you the ID card. I was going to ask you where do you want the physical card to be mailed out to? The, the address I want it to go to, 164 Clover Point Circle in Guyton, Georgia. That's where I was like wanting to send it to. Can you say that one more time for me please? Okay. It's 164 Clover, C-L-O-V-E-R, Point, P-O-I-N-T, Circle, C-I-R-C-L-E, Clo- and it's in Guyton, Georgia. And that's spelled G-U-Y-T-O-N. The zip is 31312. Okay, so I'm going to email you the ID card to the email we have on file which is diamonddlink@gmail.com. That's it. Check your spam and your junk mail, it might go there. Also, we have a phone number for you, 717-956-5181. Is that correct?

Oh, oh, no, no, no, no. No. My phone number, you can change that, too. Update that. It's the one you're calling from? Yes, ma'am. The one I'm calling you from right now. And now... Hello? Just now. I'm working on a new ID card, sir. Oh, okay. That's fine. Um, so the email will be coming in from intro@benefitsinacard. Check your spam and junk mail, it might go there. And I will request a new ID card to be sent out to the new address that you provide. Okay. It takes about 7 to 10 days for the- Yep. ... um, principal ID to arrive. Mm-hmm. Okay. Um, the email, like I said, is coming from intro@benefitsinacard. Check your spam and junk mail. Is there anything else that I could do for you, sir? Uh, well, this, this... I'm, I'm gonna ask you a quick question. So the enrollment that I have, um, because I haven't gotten any paperwork on it saying what I actually am, I'm eligible for, but what are the benefits actually, um, what can I actually use them for? I think I did do vision and, um... Yes, that's, um, you have vision, medical, dental and- Oh. ... a prescription plan. I also sent you an email, uh, with the instruction on how to register online for your prescription plan. Oh, for like prescription drugs or something? Yes. Oh, okay. Okay, that's fine. Right. Is there anything else, sir? No, that's it. Thank you. All right. Thank you. Have a great rest of the day. You too. Thanks.

## 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.

Speaker speaker\_2: Yeah. Is that Pamela?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Oh, okay. So hi, my name is Charles Link and, um, and I work for ADEP in, um, what is it? Pooler, I guess. But anyway, I, I need to try to see if I can get a, a card. I don't have a medical card yet, right? Up there.

Speaker speaker\_1: Okay. And you say you work for, uh, ADEP. Um, may I have the last 14 digits of your Social so I could pull up your file?

Speaker speaker\_2: It's 4023.

Speaker speaker\_1: 40-

Speaker speaker\_2: 23. 4023.

Speaker speaker\_1: And what was your name again, sir?

Speaker speaker\_2: Charles Link. L-I-N-K is my last name.

Speaker speaker\_1: Junior?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, Mr. Link. For security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_2: Wait, my... The address is 164 Clover Point Circle. That's in Guyton, Georgia, and the zip is 31312. Birth is 6/20/69.

Speaker speaker\_1: Do you have any other address? That's not the one we have on file.

Speaker speaker\_2: Yeah, I know. That's why it's... Probably why I didn't get my card yet. But the thing is, when I filled out my, uh, my enrollment plan, I put this address on there, but the original address when I first did the application for the job is from something in Tuscaloosa, Alabama. I no longer live there. I live in Georgia.

Speaker speaker\_1: Okay. So when, um... If you make the changes with ACC it doesn't, um, automatically update with us.

Speaker speaker\_2: Okay.

Speaker speaker\_1: You need, um... So we could go ahead and make the changes for the address.

Speaker speaker\_2: It may be subject to change as well soon. I'm just, I'm just... Like, I only recently been here two months and right now I'm staying here.

Speaker speaker\_1: Okay. So if, if you want, you want me to leave the, um, the..... on file and then when you're ready to, please change address, give us a call and make the changes?

Speaker speaker\_2: Hold on. Say what now?

Speaker speaker\_1: Hey, so you want me to leave the address we have on file which is the 2719-

Speaker speaker\_2: 2719?

Speaker speaker\_1: Oak Street, yeah.

Speaker speaker\_2: Well, why would I want you to leave that on file? I, I said I no longer-

Speaker speaker\_1: I under-

Speaker speaker\_2: ... live there.

Speaker speaker\_1: I understand, but you said you're moving, uh, soon.

Speaker speaker\_2: Right.

Speaker speaker\_1: So what I'm trying to say is do... Want me to leave the address we have on file and when you move and you already have the new address, you could give us a call-

Speaker speaker\_2: No.

Speaker speaker\_1: ... and we could update it. That's what I was asking.

Speaker speaker\_2: Ma'am, ma'am, ma... Listen. I said I've moved from that address and the address I'm living at now, I may be leaving from here soon. But the c-... I have nothing to... I'm, I'm paying for something I don't have a card for and I need my card. What it is, is y'all sent

the card to that address. I don't live in, I don't live in Tuscaloosa, Alabama no more. I live in Georgia.

Speaker speaker\_1: I completely understand. I'm going to email you the ID card. I was going to ask you where do you want the physical card to be mailed out to?

Speaker speaker\_2: The, the address I want it to go to, 164 Clover Point Circle in Guyton, Georgia. That's where I was like wanting to send it to.

Speaker speaker\_1: Can you say that one more time for me please?

Speaker speaker\_2: Okay. It's 164 Clover, C-L-O-V-E-R, Point, P-O-I-N-T, Circle, C-I-R-C-L-E, Clo- and it's in Guyton, Georgia. And that's spelled G-U-Y-T-O-N. The zip is 31312.

Speaker speaker\_1: Okay, so I'm going to email you the ID card to the email we have on file which is diamonddlink@gmail.com.

Speaker speaker\_2: That's it.

Speaker speaker\_1: Check your spam and your junk mail, it might go there. Also, we have a phone number for you, 717-956-5181. Is that correct?

Speaker speaker\_2: Oh, oh, no, no, no, no. No. My phone number, you can change that, too. Update that.

Speaker speaker\_1: It's the one you're calling from?

Speaker speaker\_2: Yes, ma'am. The one I'm calling you from right now.

Speaker speaker\_1: And now...

Speaker speaker\_2: Hello?

Speaker speaker\_1: Just now. I'm working on a new ID card, sir.

Speaker speaker\_2: Oh, okay. That's fine.

Speaker speaker\_1: Um, so the email will be coming in from intro@benefitsinacard. Check your spam and junk mail, it might go there. And I will request a new ID card to be sent out to the new address that you provide.

Speaker speaker\_2: Okay.

Speaker speaker\_1: It takes about 7 to 10 days for the-

Speaker speaker\_2: Yep.

Speaker speaker\_1: ... um, principal ID to arrive.

Speaker speaker\_2: Mm-hmm. Okay.

Speaker speaker\_1: Um, the email, like I said, is coming from intro@benefitsinacard. Check your spam and junk mail. Is there anything else that I could do for you, sir?

Speaker speaker\_2: Uh, well, this, this... I'm, I'm gonna ask you a quick question. So the enrollment that I have, um, because I haven't gotten any paperwork on it saying what I actually am, I'm eligible for, but what are the benefits actually, um, what can I actually use them for? I think I did do vision and, um...

Speaker speaker\_1: Yes, that's, um, you have vision, medical, dental and-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... a prescription plan. I also sent you an email, uh, with the instruction on how to register online for your prescription plan.

Speaker speaker\_2: Oh, for like prescription drugs or something?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Oh, okay. Okay, that's fine.

Speaker speaker\_1: Right. Is there anything else, sir?

Speaker speaker\_2: No, that's it. Thank you.

Speaker speaker\_1: All right. Thank you. Have a great rest of the day.

Speaker speaker\_2: You too. Thanks.