

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi. I signed up for benefits, and I was just calling back to add my children's Social Security numbers and see if I could get the cards emailed to me. Sure. Uh, may I have the last four digits of the Social and the staffing agency you work for? It's 9998, and the staffing agency is Partners Personnel. 9998? Mm-hmm. And your first and last name, ma'am? Chandelle Thornton. Uh... Okay, Ms. Thornton, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. 26 Taylor Drive, Hoschton, Georgia 30548 and 6-18-1981. All right. So we have a phone number on file, um, 678-499-5151 and your email is YourFirstName.LastName@life.com. That's correct. All right. Thank you. I'm gonna be in ... and see if your ID cards are available, and then we'll proceed to add the dependency information. Sure. Thank you. Ms. Thornton? Yes, I'm here. All right. So your benefits just became effective yesterday. Um, so the only ID card I have available to us is, uh, the Vision. But for the dental, you could give us a call, I would say, Thursday, and should- we should have it available in the system. Meanwhile, I'm going to send you the Vision card. Okay. All right. Um... Right. So the email will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. It says your name only, but when they pull up in the system the information, um, it shouldn't be there. Mm-hmm. Okay. Right, so. Now... Right. So let's do the Social. Okay. Let's start with Sasha. All right. It is 675- 675. ... 22- ... 22. Mm-hmm. 6846. 6846. 68... 6. Right. Uh, let's go with... Ray. Sorry. René? Renée? Uh-huh. Right. Go ahead. Uh, 668-346678. 678. Perfect. And then we're going for Shy. Shy? 819-347528. Eighty. All right, we got all the information. Um, like I said, check your spam and junk mail. You might find, um, it might go there. So, uh, give us a call back on Thursday or Friday, and the dental card should be available to her. Okay. Sounds good. All right. Thank you so much. Anything else I could do for you? No, that's it. All right. Thank you for giving us a call. Have a great rest of this day, ma'am. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. I signed up for benefits, and I was just calling back to add my children's Social Security numbers and see if I could get the cards emailed to me.

Speaker speaker_0: Sure. Uh, may I have the last four digits of the Social and the staffing agency you work for?

Speaker speaker_1: It's 9998, and the staffing agency is Partners Personnel.

Speaker speaker_0: 9998?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And your first and last name, ma'am?

Speaker speaker_1: Chandelle Thornton.

Speaker speaker_0: Uh... Okay, Ms. Thornton, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: 26 Taylor Drive, Hoschton, Georgia 30548 and 6-18-1981.

Speaker speaker_0: All right. So we have a phone number on file, um, 678-499-5151 and your email is YourFirstName.LastName@life.com.

Speaker speaker_1: That's correct.

Speaker speaker_0: All right. Thank you. I'm gonna be in

Speaker speaker_2: ... and see if your ID cards are available, and then we'll proceed to add the dependency information.

Speaker speaker_1: Sure.

Speaker speaker_2: Thank you.

Speaker speaker_0: Ms. Thornton?

Speaker speaker_1: Yes, I'm here.

Speaker speaker_0: All right. So your benefits just became effective yesterday. Um, so the only ID card I have available to us is, uh, the Vision. But for the dental, you could give us a call, I would say, Thursday, and should- we should have it available in the system. Meanwhile, I'm going to send you the Vision card.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Um... Right. So the email will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. It says your name only, but when they pull up in the system the information, um, it shouldn't be there.

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_0: Right, so. Now... Right. So let's do the Social.

Speaker speaker_1: Okay.

Speaker speaker_0: Let's start with Sasha.

Speaker speaker_1: All right. It is 675-

Speaker speaker_0: 675.

Speaker speaker_1: ... 22-

Speaker speaker_0: ... 22.

Speaker speaker_1: Mm-hmm. 6846.

Speaker speaker_0: 6846. 68... 6. Right. Uh, let's go with... Ray. Sorry. René? Renée?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Right. Go ahead.

Speaker speaker_1: Uh, 668-346678.

Speaker speaker_0: 678. Perfect. And then we're going for Shy. Shy?

Speaker speaker_1: 819-347528.

Speaker speaker_0: Eighty. All right, we got all the information. Um, like I said, check your spam and junk mail. You might find, um, it might go there. So, uh, give us a call back on Thursday or Friday, and the dental card should be available to her.

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_0: All right.

Speaker speaker_1: Thank you so much.

Speaker speaker_0: Anything else I could do for you?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of this day, ma'am.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye.