

## **Transcript: Pamela**

**Blanc-6236771843096576-6328097477541888**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits . This is Pamela speaking. How may I help you? Hi. Um, I was calling to see, um, will I be able to get like a electronic, um, identification card or whatever? Um, my benefits I guess just got approved today, I just activated it today. Okay. So your benefits- Oh, okay, so- ... became effective- Yeah. I, I believe so, yeah. Who do you work for? Verstella's. What's the name of the stopping agency? Verstella, or Atera something. Oh, Atera, okay. May I have the last four digits of the social? 3109. Okay. Your first and last name? Shayla Walker. Ms. Walker, 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. Uh, 4822 Southwest Western Avenue, Apartment 236, 81392. Okay. We have a telephone number on file, 8437542747, and your email is- Yeah. ... walker.92.shayla@gmail.com. Yes. All right. So let me, um... Um, you can now please hold. Okay. So- Okay. ... I could pull up and see the, the files and see if your ID cards are generated. I mean, not generated because they became effective this day but let me see if I have a policy number available, and I could provide it to you. Okay. Walker? Yes. We don't have... The, the ID card is not, I mean, not the ID card, but the policy number is not generated yet in the system but, um, we're gonna be closed tomorrow and Wednesday, but we'll be back on Thursday. If you want to give us a call back on Thursday, most likely the ID card should be generated in the system and we could send you a temporary one- Because? ... because it's not generated yet. Okay then, that sounds... Okay. Okay. Well, sounds good. Thank you. No, thank you for giving us a call. Have a great rest of the day. Happy holiday. You too. Same to you. Take care. Bye-bye.

### **Conversation Format**

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

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

Speaker speaker\_2: Hi. Um, I was calling to see, um, will I be able to get like a electronic, um, identification card or whatever? Um, my benefits I guess just got approved today, I just activated it today.

Speaker speaker\_1: Okay. So your benefits-

Speaker speaker\_2: Oh, okay, so-

Speaker speaker\_1: ... became effective-

Speaker speaker\_2: Yeah. I, I believe so, yeah.

Speaker speaker\_1: Who do you work for?

Speaker speaker\_2: Verstella's.

Speaker speaker\_1: What's the name of the stopping agency?

Speaker speaker\_2: Verstella, or Atera something.

Speaker speaker\_1: Oh, Atera, okay. May I have the last four digits of the social?

Speaker speaker\_2: 3109.

Speaker speaker\_1: Okay. Your first and last name?

Speaker speaker\_2: Shayla Walker.

Speaker speaker\_1: Ms. Walker, 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\_2: Uh, 4822 Southwest Western Avenue, Apartment 236, 81392.

Speaker speaker\_1: Okay. We have a telephone number on file, 8437542747, and your email is-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... walker.92.shayla@gmail.com.

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. So let me, um... Um, you can now please hold.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... I could pull up and see the, the files and see if your ID cards are generated. I mean, not generated because they became effective this day but let me see if I have a policy number available, and I could provide it to you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Walker?

Speaker speaker\_2: Yes.

Speaker speaker\_1: We don't have... The, the ID card is not, I mean, not the ID card, but the policy number is not generated yet in the system but, um, we're gonna be closed tomorrow and Wednesday, but we'll be back on Thursday. If you want to give us a call back on

Thursday, most likely the ID card should be generated in the system and we could send you a temporary one-

Speaker speaker\_2: Because?

Speaker speaker\_1: ... because it's not generated yet.

Speaker speaker\_2: Okay then, that sounds... Okay. Okay. Well, sounds good. Thank you.

Speaker speaker\_1: No, thank you for giving us a call. Have a great rest of the day. Happy holiday.

Speaker speaker\_2: You too. Same to you. Take care.

Speaker speaker\_1: Bye-bye.