

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, this is Jeniya Davis. I was giving y'all a call back. I got a, uh, voicemail about my Benefit Card ... Who do you work for? Um, Search. Search? Mm-hmm. Okay. May I have the last four digits of your social? 9536. Your first and last name? Jeniya Davis. Excuse me? Jeniya Davis. J-A-E-N-I-Y-A Davis. Thank you. I was not able to hear you well. Okay. I'm sorry. Ms. Davis, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth. Uh, 1805 Hospital Drive, Apartment L3. And the date of birth is 05-30-2005. All right, we have a telephone number on file, 769-308-9502, and your email is niyal04@yahoo.com? Yes, ma'am. Okay. Let's see. Okay, so... You said you received a text or a call? Mm-hmm. I received- Okay. ... a phone call. Okay. So the call is regarding that we sent you ID card and it was returned to us. Mm-hmm. So we wanted to verify your, um, new address, which, um, we have the 1805 Hospital Drive? Yes, ma'am. Um, is it possible that y'all could send it to like my mama's address? Yes. Just bear with me so you can, um... This was back in the, on the 13th, right? Hmm? It was back on the 13th when you received the call? Yes, ma'am. Okay. I just want to make sure I have the correct information here. All right. So can you tell me the address? Um, 705- Mm-hmm. ... Martin Luther, Martin Luther King Drive- All right. ... in Crawford, Mississippi. What was the name again, of the city? Crawford. C-R-A-W-F-F-O-R-D, Mississippi. And what's the zip code? 39... 39743. 743. All right. Well, do you want us to change that address on the system or do you just want us to email it, to mail that out there? You can change it in the system. Okay. So then, your ID card will be arriving within the next seven to ten business days due to the holiday. Mm-hmm. All right. I have one more question. Mm-hmm. Can, is it possible like you can read me my, uh, num- like, my, my, my benefits number on my card? I could email you a ID card if you would like to. Yes, ma'am. Could you please do it for me? The email will be coming in from info@benefitsinacard. Mm-hmm. Um, it could be like a minute or so for you to receive it. And check your spam and junk mail. It might go there. Okay. Thank you. All right. Thank you for giving us a call. Have a great rest of the day. You too.

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, this is Jeniya Davis. I was giving y'all a call back. I got a, uh, voicemail about my Benefit Card ...

Speaker speaker_1: Who do you work for?

Speaker speaker_2: Um, Search.

Speaker speaker_1: Search?

Speaker speaker_2: Mm-hmm.

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

Speaker speaker_2: 9536.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Jeniya Davis.

Speaker speaker_1: Excuse me?

Speaker speaker_2: Jeniya Davis. J-A-E-N-I-Y-A Davis.

Speaker speaker_1: Thank you. I was not able to hear you well.

Speaker speaker_2: Okay.

Speaker speaker_1: I'm sorry. Ms. Davis, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker_2: Uh, 1805 Hospital Drive, Apartment L3. And the date of birth is 05-30-2005.

Speaker speaker_1: All right, we have a telephone number on file, 769-308-9502, and your email is niyal04@yahoo.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Let's see. Okay, so... You said you received a text or a call?

Speaker speaker_2: Mm-hmm. I received-

Speaker speaker_1: Okay.

Speaker speaker_2: ... a phone call.

Speaker speaker_1: Okay. So the call is regarding that we sent you ID card and it was returned to us.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So we wanted to verify your, um, new address, which, um, we have the 1805 Hospital Drive?

Speaker speaker_2: Yes, ma'am. Um, is it possible that y'all could send it to like my mama's address?

Speaker speaker_1: Yes. Just bear with me so you can, um... This was back in the, on the 13th, right?

Speaker speaker_2: Hmm?

Speaker speaker_1: It was back on the 13th when you received the call?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. I just want to make sure I have the correct information here. All right. So can you tell me the address?

Speaker speaker_2: Um, 705-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... Martin Luther, Martin Luther King Drive-

Speaker speaker_1: All right.

Speaker speaker_2: ... in Crawford, Mississippi.

Speaker speaker_1: What was the name again, of the city?

Speaker speaker_2: Crawford. C-R-A-W-F-F-O-R-D, Mississippi.

Speaker speaker_1: And what's the zip code?

Speaker speaker_2: 39... 39743.

Speaker speaker_1: 743. All right. Well, do you want us to change that address on the system or do you just want us to email it, to mail that out there?

Speaker speaker_2: You can change it in the system.

Speaker speaker_1: Okay. So then, your ID card will be arriving within the next seven to ten business days due to the holiday.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All right.

Speaker speaker_2: I have one more question.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Can, is it possible like you can read me my, uh, num- like, my, my, my benefits number on my card?

Speaker speaker_1: I could email you a ID card if you would like to.

Speaker speaker_2: Yes, ma'am. Could you please do it for me?

Speaker speaker_1: The email will be coming in from info@benefitsinacard.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, it could be like a minute or so for you to receive it. And check your spam and junk mail. It might go there.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: You too.