

## **Transcript: Pamela**

**Blanc-6311675821506560-5779295616581632**

### **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? Hello? Yes, thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you? I want to see if I'm covered or not. You want to know if you're covered? If I'm covered, yes, ma'am. And who do you work for, sir? Integrity Trade Services. May I have the last four digits of your social? 5230. 5230. Your first and last name? Kelvin Thomas. Thank you. Mr. Thomas, 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? 549 West Chapman Avenue, uh, Street, um, Beaumont, Texas 7705, 10/13/1989. Thank you. We have a phone number of 548-6641. Yes, ma'am. Sorry, 8... Oh yeah, 6641. And your email is thomas12292013@gmail.com? Correct. Okay. So, your benefits are active. They became active on Monday. Mm-hmm. I could check in my system if the ID cards are generated. If they are actually made- Yeah, that's what I was trying to find out. Okay. If they are, I will send you temporary ones. Just bear with me, okay? All right. I'm going to put you on a brief hold. Yes, ma'am. Let's go. So, this is Amy. Mr. Thomas? Yes, ma'am. Thank you for holding. I went ahead and emailed you the ID card, and I also emailed you the instruction on how to enroll, uh, uh, not enroll, register online for your free Rx, and that's the prescription drug. Yes, ma'am. Appreciate you. Mm-hmm. Well, is there anything else I could do for you today? No, ma'am. That's it. I appreciate you a lot. All right, thank you for giving us a call today. Have a great rest of the day, sir. Y- 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: Hello?

Speaker speaker\_1: Yes, thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you?

Speaker speaker\_2: I want to see if I'm covered or not.

Speaker speaker\_1: You want to know if you're covered?

Speaker speaker\_2: If I'm covered, yes, ma'am.

Speaker speaker\_1: And who do you work for, sir?

Speaker speaker\_2: Integrity Trade Services.

Speaker speaker\_1: May I have the last four digits of your social?

Speaker speaker\_2: 5230.

Speaker speaker\_1: 5230. Your first and last name?

Speaker speaker\_2: Kelvin Thomas.

Speaker speaker\_1: Thank you. Mr. Thomas, 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: 549 West Chapman Avenue, uh, Street, um, Beaumont, Texas 7705, 10/13/1989.

Speaker speaker\_1: Thank you. We have a phone number of 548-6641.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Sorry, 8... Oh yeah, 6641. And your email is thomas12292013@gmail.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. So, your benefits are active. They became active on Monday.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: I could check in my system if the ID cards are generated. If they are actually made-

Speaker speaker\_2: Yeah, that's what I was trying to find out.

Speaker speaker\_1: Okay. If they are, I will send you temporary ones. Just bear with me, okay?

Speaker speaker\_2: All right.

Speaker speaker\_1: I'm going to put you on a brief hold.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_3: Let's go.

Speaker speaker\_4: So, this is Amy. Mr. Thomas?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Thank you for holding. I went ahead and emailed you the ID card, and I also emailed you the instruction on how to enroll, uh, uh, not enroll, register online for your free Rx, and that's the prescription drug.

Speaker speaker\_2: Yes, ma'am. Appreciate you.

Speaker speaker\_1: Mm-hmm. Well, is there anything else I could do for you today?

Speaker speaker\_2: No, ma'am. That's it. I appreciate you a lot.

Speaker speaker\_1: All right, thank you for giving us a call today. Have a great rest of the day, sir.

Speaker speaker\_2: Y- you too.