Transcript: Pamela Blanc-6315563480301568-6075935309479936

Full Transcript

Thank you for calling Benefits Center 4. This is Pamela speaking. How may I help- Hello. ... you today? Hi, I was- What can I do for you? ... recently at the dentist and couldn't get any service there because I wasn't able to provide them with my member number. Can you help me find that? Who do you work for, sir? I work for Oxford Global. Can I have the last four digits of your Social? 8256. First and last name? Anthony Coop. So for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Address is 592 Mill Creek Lane, Apartment 308, in Santa Clara, California 95054. And my date of birth is 10-22-88. Thank you for the information. We have a telephone number on file. 218, um, sorry. 218- I'm sorry, I couldn't hear you. ... 3434756? That's correct. And your email is, uh, y- tony.lastname.com. Correct. So you don't have your ID card for your dental? Yeah, I don't know what my member number is and so the dentist, uh, wasn't able to send my bill anywhere. Um, I could email you your ID card if you would like to, with all the information in it. Yeah, that would be great. All right, ... putting you up, um, I will have the information up when it, but you know, refold. Okay. Yeah. Mr. Coop? Yes. Thank you for holding. I proceed to email you. I send you all your ID cards. Okay. ... um, for you after you, after you are enrolled in. Is there anything else I could do for you, sir? Um, can you just... Oh, okay, yeah. I see that the... Okay, awesome. Yep, got 'em all. Thank you so much. All right, thank you for giving us a call. Have a great rest of the day. Goodbye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center 4. This is Pamela speaking. How may I help-

Speaker speaker_1: Hello.

Speaker speaker_0: ... you today?

Speaker speaker_1: Hi, I was-

Speaker speaker_0: What can I do for you?

Speaker speaker_1: ... recently at the dentist and couldn't get any service there because I wasn't able to provide them with my member number. Can you help me find that?

Speaker speaker_0: Who do you work for, sir?

Speaker speaker_1: I work for Oxford Global.

Speaker speaker_0: Can I have the last four digits of your Social?

Speaker speaker_1: 8256.

Speaker speaker_0: First and last name?

Speaker speaker_1: Anthony Coop.

Speaker speaker_0: So 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_1: Address is 592 Mill Creek Lane, Apartment 308, in Santa Clara, California 95054. And my date of birth is 10-22-88.

Speaker speaker_0: Thank you for the information. We have a telephone number on file. 218, um, sorry. 218-

Speaker speaker_1: I'm sorry, I couldn't hear you.

Speaker speaker_0: ... 3434756?

Speaker speaker_1: That's correct.

Speaker speaker_0: And your email is, uh, y- tony.lastname.com.

Speaker speaker_1: Correct.

Speaker speaker_0: So you don't have your ID card for your dental?

Speaker speaker_1: Yeah, I don't know what my member number is and so the dentist, uh, wasn't able to send my bill anywhere.

Speaker speaker_0: Um, I could email you your ID card if you would like to, with all the information in it.

Speaker speaker_1: Yeah, that would be great.

Speaker speaker_0: All right,

Speaker speaker_2: .

Speaker speaker_0: ... putting you up, um, I will have the information up when it, but you know, refold.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah. Mr. Coop?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you for holding. I proceed to email you. I send you all your ID cards.

Speaker speaker_1: Okay.

Speaker speaker_0: ... um, for you after you, after you are enrolled in. Is there anything else I could do for you, sir?

Speaker speaker_1: Um, can you just... Oh, okay, yeah. I see that the... Okay, awesome. Yep, got 'em all. Thank you so much.

Speaker speaker_0: All right, thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: Goodbye.