

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? Yes, ma'am. My name is Stephen Brown. I had a quick question. Of course. How may I help you? I, uh, I've been waiting to get my health insurance card from y'all- Mm-hmm. ... for about a month now and I have yet to see it. Okay. Maybe because the plan that you choose, they only send a digital card. It might went to your email. Let me check your file. May I have the last four digits of your Social and the staffing agency you work for? 4089 Crown Staffing. Okay. Crown. You say your last name is Brown? Yes, ma'am. All right, Mr. Stephen, for security reasons and just to make sure we are in the correct file, can you please verify the complete address and date of birth? The address that's on file is 581 Goldbug Church Road, Williamsburg, Kentucky 40769. I actually need to change that 'cause I just bought a house. Okay. 4017- And the birthdate, the birthdate is December 19th, 1981. All right. And we have a phone number on file, 606-304-1439, and your email is your first name.yourlastname8119@outlook.com? That's correct. So yeah, the plan that you have, they do not send a physical card. They only send digital. If you would like, I could resend it to you. Yes, please. All right. At least that way, I could print it out and go see my doctor. Yeah. Do you receive your dental and vision? I did receive those two, yes. Okay. All right. So, here. All right. Can you please tell me the new address so we can make the changes? 303 Beech, B-E-E-C-H, Grove Road, Science Hill, Kentucky 42553. Great. All right. So the email will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. Okay. Um, and the ID card will be attached in a PDF file. Okay. Is there anything else I could do for you, Mr. Brown? That was it. All right. Thank you for giving us a call today. Have a great rest of the day, sir. You do the same. Thank you. 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: Yes, ma'am. My name is Stephen Brown. I had a quick question.

Speaker speaker_0: Of course. How may I help you?

Speaker speaker_1: I, uh, I've been waiting to get my health insurance card from y'all-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... for about a month now and I have yet to see it.

Speaker speaker_0: Okay. Maybe because the plan that you choose, they only send a digital card. It might went to your email. Let me check your file. May I have the last four digits of your Social and the staffing agency you work for?

Speaker speaker_1: 4089 Crown Staffing.

Speaker speaker_0: Okay. Crown. You say your last name is Brown?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right, Mr. Stephen, for security reasons and just to make sure we are in the correct file, can you please verify the complete address and date of birth?

Speaker speaker_1: The address that's on file is 581 Goldbug Church Road, Williamsburg, Kentucky 40769. I actually need to change that 'cause I just bought a house.

Speaker speaker_0: Okay. 4017-

Speaker speaker_1: And the birthdate, the birthdate is December 19th, 1981.

Speaker speaker_0: All right. And we have a phone number on file, 606-304-1439, and your email is your first name.yourlastname8119@outlook.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: So yeah, the plan that you have, they do not send a physical card. They only send digital. If you would like, I could resend it to you.

Speaker speaker_1: Yes, please.

Speaker speaker_0: All right.

Speaker speaker_1: At least that way, I could print it out and go see my doctor.

Speaker speaker_0: Yeah. Do you receive your dental and vision?

Speaker speaker_1: I did receive those two, yes.

Speaker speaker_0: Okay. All right. So, here. All right. Can you please tell me the new address so we can make the changes?

Speaker speaker_1: 303 Beech, B-E-E-C-H, Grove Road, Science Hill, Kentucky 42553.

Speaker speaker_0: Great. All right. So the email will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, and the ID card will be attached in a PDF file.

Speaker speaker_1: Okay.

Speaker speaker_0: Is there anything else I could do for you, Mr. Brown?

Speaker speaker_1: That was it.

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

Speaker speaker_1: You do the same. Thank you.

Speaker speaker_0: Bye-bye.