

Transcript: Pamela

Blanc-6390698318807040-5182927476932608

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... Hi, good morning. Um, on your end you're going in and out, sorry. We have, um, your telephone line is... I know, your telephone line, it just won't carry you. How may I help you? Hi. So much better. Hi, I'm calling on behalf of my benefits. Who do you work for, ma'am? Careabellas. May I have the last four digits of your Social? Mm-hmm. 8351. Your first and last name? Last name is M-E-A-T-H. First name's M-A-Y-B-E-L-L-I-N-E. This is for security reasons, just to make sure we are in the correct file. Can you please verify your complete address and date of birth? Yes. 2012 East Cumberland Street, Apartment 3, Philadelphia, PA, 19125. Date of birth is 05/18/1986. Thank you for the information. We have a phone number on file, 267-909-3312. Yes, 90, 909-3312. Yes, correct. Thank you. All right. And how may I help you, ma'am? Yes. Um, I received, um... it says Careabellas sent me the number to call you to talk about the Around the Clock to see, 'cause I, um... They should have informed I never did receive a medical card in the mail. And then they send me a digital, and then they sent me additional one, and then it was misspelled. And it said, "Around the Clock Healthcare Service," and it just all it said was employee ID, employee name, and medical coverage employee, and a group number. It didn't say much. So I wasn't sure if this is actually a medical card, digital, and it was misspelled at the same time. Okay. So, what you mean that it's misspelled is the name of the agency that you work for, or your actual name? My actual name, employee name. Okay. Now we go first and request a new one to be sent out to you. Yes. I wanted to make sure it was, um, put in correct before the actual mail get in, but if the other ones are ready to, um, are ready now, okay. But I'm still, I still have to correct it anyways. Yeah. I understand. Let's see. Give me one second so I could... All right. So how you spell your first name? Like the, um, the letter M in mom. Mm-hmm. The letter A in apple, Y in yes, B in boy, E in eye, two Ls in lion, so it's L-L. I in ice cream. Okay. O in open. I mean, sorry, oh, no, I'm sorry. N... Oh, sorry. L-L-I- You're good. I in ice cream, N in no, and then E in elephant. So it's M-A-Y-B-E-L-L-I-N-E. Yes, ma'am. And your last name is E. I'm sorry, M-E-A-T-H. Correct. Correct. Okay. So I can submit the change in the name, um, but it takes 24 to 48 hours so it could, um, update in the system, and I could request a new card to be mailed out to you after the update is completed. Um- Okay. And is there another possible way you could do the digital system since everything is digital? Is there a possible way you can email me also? Yes, but we have to wait for the mail. We will email you a- I'm sorry. When she first issued her card she put it in... she, uh, oh, she can actually email me a card, so that's the reason why I'm asking. I understand about the mail, but if you update it and you did it today now, is there a possible way you can actually email me by the end of the day? No, ma'am, because the system takes 24 to 48 hours to update and also- Okay. It's there. ... with the actual carrier. Hello? Ma'am? Can you help me here? Yes. Ma'am? I'm on the phone. Oh,

okay. I couldn't hear you. I'm sorry. I heard you loud and clear. I'm sorry. It's, uh, sometimes your phone is away, and then sometimes if someone's not paying attention they don't hear that either. Is anything you, I was gonna help, I can help you with, or do you need any more information? No, I just gonna have to make the, um, to update the information, and what I wanna do, I'm gonna put on my notes to email you the ID card as soon as the system upstate, updates, so that way you don't have to call us back. Do you have, um, um, a legit email that you could email me back? Let me double-check the email with you and I will go ahead and... Okay, one more second. Let's see. Let me go back there. So, I have your last name. No, actually it says M-I-E-T, then your last name, and then C-B-A-H 19- No, I think that's incorrect. You have to pause it right there. That's one thing I have to pause you right there. It's incorrect right there. Right there, I have to pause you right there for this incorrect. It's M-I-E-T, then it's M-E-A-P-H, then the number 19, 1-9@gmail.com. And there's another email you can email me, which is maybelline.meet@gmail.com. I give two options so again, a number or an email. All right. Okay, can we slow down? The second email, it will be your first email... your first name, M-E- Incorrect. ... at. Go ahead. No, in fact, that's why I corrected it. I said it was incorrect. That's why I paused you too. Also, it's Maybelline, M-A-Y-B-E-L-L-I-N-E, and the last name is M-E-A-P-H@gmail.com. So either way, you would have got my, um... You can verify me through that, or through mail, or through ph- um, phone number call back, or leave a message. Um, is there anything else that you need help with, ma'am? No, that's all I wanted to ask and verify the information. There's multiple ways to contact me so, you know. Okay. And I'm just waiting on my order. So I went ahead and corrected the information. Um, so as long as I get the update on, on the card with the correct name, I will email it out to you, ma'am. Okay, thank you. That's all I need. Thank you. Bye-bye. All right, thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits ...

Speaker speaker_2: Hi, good morning. Um, on your end you're going in and out, sorry. We have, um, your telephone line is... I know, your telephone line, it just won't carry you. How may I help you?

Speaker speaker_1: Hi. So much better. Hi, I'm calling on behalf of my benefits.

Speaker speaker_2: Who do you work for, ma'am?

Speaker speaker_1: Careabellas.

Speaker speaker_2: May I have the last four digits of your Social?

Speaker speaker_1: Mm-hmm. 8351.

Speaker speaker_2: Your first and last name?

Speaker speaker_1: Last name is M-E-A-T-H. First name's M-A-Y-B-E-L-L-I-N-E.

Speaker speaker_2: This is for security reasons, just to make sure we are in the correct file. Can you please verify your complete address and date of birth?

Speaker speaker_1: Yes. 2012 East Cumberland Street, Apartment 3, Philadelphia, PA, 19125. Date of birth is 05/18/1986.

Speaker speaker_2: Thank you for the information. We have a phone number on file, 267-909-3312.

Speaker speaker_1: Yes, 90, 909-3312. Yes, correct.

Speaker speaker_2: Thank you. All right. And how may I help you, ma'am?

Speaker speaker_1: Yes. Um, I received, um... it says Careabellas sent me the number to call you to talk about the Around the Clock to see, 'cause I, um... They should have informed I never did receive a medical card in the mail. And then they send me a digital, and then they sent me additional one, and then it was misspelled. And it said, "Around the Clock Healthcare Service," and it just all it said was employee ID, employee name, and medical coverage employee, and a group number. It didn't say much. So I wasn't sure if this is actually a medical card, digital, and it was misspelled at the same time.

Speaker speaker_2: Okay. So, what you mean that it's misspelled is the name of the agency that you work for, or your actual name?

Speaker speaker_1: My actual name, employee name.

Speaker speaker_2: Okay. Now we go first and request a new one to be sent out to you.

Speaker speaker_1: Yes. I wanted to make sure it was, um, put in correct before the actual mail get in, but if the other ones are ready to, um, are ready now, okay. But I'm still, I still have to correct it anyways.

Speaker speaker_2: Yeah. I understand. Let's see. Give me one second so I could... All right. So how you spell your first name?

Speaker speaker_1: Like the, um, the letter M in mom.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: The letter A in apple, Y in yes, B in boy, E in eye, two Ls in lion, so it's L-L. I in ice cream.

Speaker speaker_2: Okay.

Speaker speaker_1: O in open. I mean, sorry, oh, no, I'm sorry. N... Oh, sorry. L-L-I-

Speaker speaker_2: You're good.

Speaker speaker_1: I in ice cream, N in no, and then E in elephant. So it's M-A-Y-B-E-L-L-I-N-E.

Speaker speaker_2: Yes, ma'am. And your last name is E. I'm sorry, M-E-A-T-H.

Speaker speaker_1: Correct. Correct.

Speaker speaker_2: Okay. So I can submit the change in the name, um, but it takes 24 to 48 hours so it could, um, update in the system, and I could request a new card to be mailed out to you after the update is completed. Um-

Speaker speaker_1: Okay. And is there another possible way you could do the digital system since everything is digital? Is there a possible way you can email me also?

Speaker speaker_2: Yes, but we have to wait for the mail. We will email you a-

Speaker speaker_1: I'm sorry. When she first issued her card she put it in... she, uh, oh, she can actually email me a card, so that's the reason why I'm asking. I understand about the mail, but if you update it and you did it today now, is there a possible way you can actually email me by the end of the day?

Speaker speaker_2: No, ma'am, because the system takes 24 to 48 hours to update and also-

Speaker speaker_1: Okay.

Speaker speaker_3: It's there.

Speaker speaker_2: ... with the actual carrier. Hello? Ma'am?

Speaker speaker_1: Can you help me here? Yes.

Speaker speaker_2: Ma'am?

Speaker speaker_1: I'm on the phone.

Speaker speaker_2: Oh, okay. I couldn't hear you. I'm sorry.

Speaker speaker_1: I heard you loud and clear. I'm sorry. It's, uh, sometimes your phone is away, and then sometimes if someone's not paying attention they don't hear that either. Is anything you, I was gonna help, I can help you with, or do you need any more information?

Speaker speaker_2: No, I just gonna have to make the, um, to update the information, and what I wanna do, I'm gonna put on my notes to email you the ID card as soon as the system upstate, updates, so that way you don't have to call us back.

Speaker speaker_1: Do you have, um, um, a legit email that you could email me back?

Speaker speaker_2: Let me double-check the email with you and I will go ahead and... Okay, one more second. Let's see. Let me go back there. So, I have your last name. No, actually it says M-I-E-T, then your last name, and then C-B-A-H 19-

Speaker speaker_1: No, I think that's incorrect. You have to pause it right there. That's one thing I have to pause you right there. It's incorrect right there. Right there, I have to pause you right there for this incorrect. It's M-I-E-T, then it's M-E-A-P-H, then the number 19, 1-9@gmail.com. And there's another email you can email me, which is maybelline.meet@gmail.com. I give two options so again, a number or an email.

Speaker speaker_2: All right. Okay, can we slow down? The second email, it will be your first email... your first name, M-E-

Speaker speaker_1: Incorrect.

Speaker speaker_2: ... at. Go ahead.

Speaker speaker_1: No, in fact, that's why I corrected it. I said it was incorrect. That's why I paused you too. Also, it's Maybelline, M-A-Y-B-E-L-L-I-N-E, and the last name is M-E-A-P-H@gmail.com. So either way, you would have got my, um... You can verify me through that, or through mail, or through ph- um, phone number call back, or leave a message.

Speaker speaker_2: Um, is there anything else that you need help with, ma'am?

Speaker speaker_1: No, that's all I wanted to ask and verify the information. There's multiple ways to contact me so, you know.

Speaker speaker_2: Okay.

Speaker speaker_1: And I'm just waiting on my order.

Speaker speaker_2: So I went ahead and corrected the information. Um, so as long as I get the update on, on the card with the correct name, I will email it out to you, ma'am.

Speaker speaker_1: Okay, thank you. That's all I need. Thank you. Bye-bye.

Speaker speaker_2: All right, thank you.