

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? Hi. I'm trying to find out if my medical benefits have kicked in yet. May I have the last four digits of your Social and the staffing agency you work for? It's 2478 and it's with Partners Personnel. And your first and last name? Helen Moua. You say Helen Moua? Yes. Moua, M-O-U-A. Miss Moua, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. It's 11/26/1982. And your complete address is? It's 2965 Promenade Place, Buford, Georgia 30519. Thank you for the information. We have a telephone number on file, 407-325-9940. Yes. Yes, your benefits are active. They became effective on Monday. You should be receiving your ID card sometime next week. Um- Okay. Is there, um, any way I can get... W- if... Well, I guess, when I go to the doctor's, what information would I need? Is it just the ID number? Well, you will provide them with the information your ID card will have. When is your appointment? Well, my son broke his arm last week, and we were supposed to make an appointment this week for him to go back and check up at the doctor. Okay. Um, so I don't know what information or... All right. So let me put you on a brief hold. I want to check if, um, the ID cards are available to us, and if they are, I will send you temporary ones. Okay, that would be great. Okay. I'd appreciate that. All right, just bear with me. Miss Moua? Yes. Miss Moua? Thank you for holding. Yes. So I went ahead and emailed you all the ID cards. You could use those until you- Okay, awesome. ... get the physicals. All right? Check your spam and junk mail. Thank you so much. You might see them there and it will come in from info at Benefits in a Card. Okay. Okay, sounds good. 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: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. I'm trying to find out if my medical benefits have kicked in yet.

Speaker speaker_0: May I have the last four digits of your Social and the staffing agency you work for?

Speaker speaker_1: It's 2478 and it's with Partners Personnel.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Helen Moua.

Speaker speaker_0: You say Helen Moua?

Speaker speaker_1: Yes. Moua, M-O-U-A.

Speaker speaker_0: Miss Moua, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: It's 11/26/1982.

Speaker speaker_0: And your complete address is?

Speaker speaker_1: It's 2965 Promenade Place, Buford, Georgia 30519.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 407-325-9940.

Speaker speaker_1: Yes.

Speaker speaker_0: Yes, your benefits are active. They became effective on Monday. You should be receiving your ID card sometime next week. Um-

Speaker speaker_1: Okay. Is there, um, any way I can get... W- if... Well, I guess, when I go to the doctor's, what information would I need? Is it just the ID number?

Speaker speaker_0: Well, you will provide them with the information your ID card will have. When is your appointment?

Speaker speaker_1: Well, my son broke his arm last week, and we were supposed to make an appointment this week for him to go back and check up at the doctor.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, so I don't know what information or...

Speaker speaker_0: All right. So let me put you on a brief hold. I want to check if, um, the ID cards are available to us, and if they are, I will send you temporary ones.

Speaker speaker_1: Okay, that would be great.

Speaker speaker_0: Okay.

Speaker speaker_1: I'd appreciate that.

Speaker speaker_0: All right, just bear with me. Miss Moua?

Speaker speaker_1: Yes.

Speaker speaker_0: Miss Moua? Thank you for holding.

Speaker speaker_1: Yes.

Speaker speaker_0: So I went ahead and emailed you all the ID cards. You could use those until you-

Speaker speaker_1: Okay, awesome.

Speaker speaker_0: ... get the physicals. All right? Check your spam and junk mail.

Speaker speaker_1: Thank you so much.

Speaker speaker_0: You might see them there and it will come in from info at Benefits in a Card.

Speaker speaker_1: Okay. Okay, sounds good. Thank you.

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

Speaker speaker_1: You too.