

Transcript: Pamela

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Full Transcript

Hello, Benefit in a Card. This is Pamela speaking. How may I help you? Yes, um, I had called about two weeks ago and I had set up a plan for dental and medic, like, medical, and they told me to call back when the deductions, um, start happening, and I did, and then they told me also call back, they said it takes a minute, so they told me call back on Wednesday. Okay. Let me see if it's updated. May I have the last four digits of your social and the staffing agency you work for? 9420, and I work for WorkSmart. 9209, can you repeat that for me please? 9- 9420. And your first and last name? Laura Zuna. Miss Zuna, 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. 125 Ponset Deleon Avenue, Spartanburg, South Carolina 29302, and 07/21/2006. Thank you for the information. Uh, we have a telephone number of 864-753-3396. And your email is your first name, last name, 300@gmail.com. Yes, ma'am. Okay. So you need your ID cards, right? Uh, yeah. I need my dental card and the medical card. All right. I'm gonna put you in a brief hold while I look up the information. All right. Thank you. I don't know how she's... I was like when she's in here and you think you're shy. She's asleep and she's tired. When she's up, she's mean. She's a little bit over the top. Never claim pre-2-4. That's why the ... She don't like you. Because you're so mean. I didn't hide it. I mean... They come. Ma'am? Yes. Thank you for holding. Um, the ID card will be arriving, um, with the email info at Benefits in a Card. Check your spam and junk mail. It might go there. I'm sorry? I have sent new ID cards through you, through email. So it doesn't come through the mail? Well, it takes seven to 10 days to arrive. Seven to 10 days. And your benefits just became effective on Monday. So you don't have, there's not enough time to arrive in the mail. All right. And does a dental card come through the mail as well, seven to 10 days? Yes, ma'am. So I sent you both of your cards through your email, so you could use them while you wait for the physical one. All right. Thank you. Thank you for giving us a call. Have a great rest of this day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hello, Benefit in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yes, um, I had called about two weeks ago and I had set up a plan for dental and medic, like, medical, and they told me to call back when the deductions, um, start happening, and I did, and then they told me also call back, they said it takes a minute, so they told me call back on Wednesday.

Speaker speaker_0: Okay. Let me see if it's updated. May I have the last four digits of your social and the staffing agency you work for?

Speaker speaker_1: 9420, and I work for WorkSmart.

Speaker speaker_0: 9209, can you repeat that for me please? 9-

Speaker speaker_1: 9420.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Laura Zuna.

Speaker speaker_0: Miss Zuna, 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: 125 Ponset Deleon Avenue, Spartanburg, South Carolina 29302, and 07/21/2006.

Speaker speaker_0: Thank you for the information. Uh, we have a telephone number of 864-753-3396. And your email is your first name, last name, 300@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So you need your ID cards, right?

Speaker speaker_1: Uh, yeah. I need my dental card and the medical card.

Speaker speaker_0: All right. I'm gonna put you in a brief hold while I look up the information.

Speaker speaker_1: All right. Thank you.

Speaker speaker_2: I don't know how she's... I was like when she's in here and you think you're shy.

Speaker speaker_1: She's asleep and she's tired. When she's up, she's mean.

Speaker speaker_2: She's a little bit over the top. Never claim pre-2-4. That's why the ... She don't like you. Because you're so mean.

Speaker speaker_1: I didn't hide it. I mean... They come.

Speaker speaker_0: Ma'am?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you for holding. Um, the ID card will be arriving, um, with the email info at Benefits in a Card. Check your spam and junk mail. It might go there.

Speaker speaker_1: I'm sorry?

Speaker speaker_0: I have sent new ID cards through you, through email.

Speaker speaker_1: So it doesn't come through the mail?

Speaker speaker_0: Well, it takes seven to 10 days to arrive.

Speaker speaker_1: Seven to 10 days.

Speaker speaker_0: And your benefits just became effective on Monday. So you don't have, there's not enough time to arrive in the mail.

Speaker speaker_1: All right. And does a dental card come through the mail as well, seven to 10 days?

Speaker speaker_0: Yes, ma'am. So I sent you both of your cards through your email, so you could use them while you wait for the physical one.

Speaker speaker_1: All right. Thank you.

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

Speaker speaker_1: You too. Bye-bye.