

## **Transcript: Pamela**

**Blanc-6632683170611200-5790640605151232**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Yeah, my name is, uh, Tony Rice and I work for MAU, and I was just trying to get a insurance card shipped to my house. Sure. Yes, ma'am. Let me get the last four digits of your Social so I can pull up your file. 8020. Your first and last name, sir? Tony Rice. Tony Rice. Okay. Mr. Rice, 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. 17 Rosa Bella Drive, Anderson, South Carolina 29624. 229- 29625 and, um, 3/17/1963. Thank you for the information. We have a phone number on file 864-553-8592. That's me. Okay. And the email is tonyrice317@gmail.com? Yes, ma'am. You haven't received your ID card? No, ma'am. Does, does this address have an apartment number? I know I work in, uh, home, I work on one machine one. No, no. I'm saying the address, your mailing address, those have an apartment number? Oh, 17 Rose Bella Drive. It's, it's my house address. Okay. I just want to make sure, 'cause sometimes, um- Yeah. Exactly. ... it's an apartment and has an apartment number. Yeah. Can you- No, it's not a... It's not apartment, uh-uh. So you haven't received your dental either? Say what now? You haven't received your dental ID either? I, I've got my job ID for, you know, to clock in. I'm just telling you I need the card, medical card. No, exactly. I, I understand. But what I'm saying, you need the ID card for your medical and dental, so you haven't received either or? No, I haven't seen neither one of them. No, ma'am. Okay. Will you ma- would you like me to send it to you by email while you wait for the physical one? Right, you can do that too. Okay. So I'm gonna put you in a brief while I generate the email and send it out to you. Okay. Thank you. Hello? This is annoying. Mr. Rice? Yes. Thank you for holding. Um, I proceeded to email you the ID card. It's coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. I think I got it. There you go. Okay. Physical card does take seven to ten business days to arrive. Okay. All right. All right. Have a good day. Thank you. I've been had. Wait a minute. Last time you used that card, I got it now.

### **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: Yeah, my name is, uh, Tony Rice and I work for MAU, and I was just trying to get a insurance card shipped to my house.

Speaker speaker\_0: Sure.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Let me get the last four digits of your Social so I can pull up your file.

Speaker speaker\_1: 8020.

Speaker speaker\_0: Your first and last name, sir?

Speaker speaker\_1: Tony Rice.

Speaker speaker\_0: Tony Rice. Okay. Mr. Rice, 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: 17 Rosa Bella Drive, Anderson, South Carolina 29624. 229- 29625 and, um, 3/17/1963.

Speaker speaker\_0: Thank you for the information. We have a phone number on file 864-553-8592.

Speaker speaker\_1: That's me.

Speaker speaker\_0: Okay. And the email is tonyrice317@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: You haven't received your ID card?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: Does, does this address have an apartment number?

Speaker speaker\_1: I know I work in, uh, home, I work on one machine one.

Speaker speaker\_0: No, no. I'm saying the address, your mailing address, those have an apartment number?

Speaker speaker\_1: Oh, 17 Rose Bella Drive. It's, it's my house address.

Speaker speaker\_0: Okay. I just want to make sure, 'cause sometimes, um-

Speaker speaker\_1: Yeah. Exactly.

Speaker speaker\_0: ... it's an apartment and has an apartment number. Yeah. Can you-

Speaker speaker\_1: No, it's not a... It's not apartment, uh-uh.

Speaker speaker\_0: So you haven't received your dental either?

Speaker speaker\_1: Say what now?

Speaker speaker\_0: You haven't received your dental ID either?

Speaker speaker\_1: I, I've got my job ID for, you know, to clock in. I'm just telling you I need the card, medical card.

Speaker speaker\_0: No, exactly. I, I understand. But what I'm saying, you need the ID card for your medical and dental, so you haven't received either or?

Speaker speaker\_1: No, I haven't seen neither one of them. No, ma'am.

Speaker speaker\_0: Okay. Will you ma- would you like me to send it to you by email while you wait for the physical one?

Speaker speaker\_1: Right, you can do that too.

Speaker speaker\_0: Okay. So I'm gonna put you in a brief while I generate the email and send it out to you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Hello? This is annoying.

Speaker speaker\_0: Mr. Rice?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you for holding. Um, I proceeded to email you the ID card. It's coming in from info@benefitsinacard. Check your spam and junk mail. It might go there.

Speaker speaker\_1: I think I got it. There you go.

Speaker speaker\_0: Okay. Physical card does take seven to ten business days to arrive.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right.

Speaker speaker\_1: All right.

Speaker speaker\_0: Have a good day.

Speaker speaker\_1: Thank you. I've been had. Wait a minute. Last time you used that card, I got it now.