

Transcript: Pamela

Blanc-6642184145518592-5058605410074624

Full Transcript

Thank you for calling Benefits Center Guide. This is Amelia speaking. How may I help you? I apologize. I just, uh, got done speaking with you. I was gonna see if I could get the, uh, insurance, the package mailed to me again. My, um, the one that y'all mailed to me, it got thrown away. Okay. So you, you mean the benefit guide? Yes, ma'am. That, and it had my cards with like the things that y'all send people when they first, uh, it first starts coming out. Oh, okay. So you mean- Like the, um- ... TUA card. ... like the dental card, like the dental cards and all that. May I have the name of the staffing agency you work for, sir? Surge Staffing. And the last four digits of the social? 7556. Your first and last name, sir? James Walker. Mr. Walker, for security reasons, and just to make sure we are in the correct file, I need to verify with the address and date of birth. Uh, my address 3203 Wood Avenue, date of birth is 04/03/77. For the information, we have a telephone number on file 406... I'm sorry, 423-406-5258. Yes. And your email is jimmywalker535@gmail.com? Yeah, that's right. Okay. Let me put you in a brief hold while I generate the email, and then it'll be okay? Okay. Yes? Thank you for the information. Mm-hmm. ... mail you or the ID card. I-... um, f300 online for you. Check your spam and junk mail. It might go there and it's coming in from info, uh, benefits and a card. So y'all can't mail me one? Me, uh, a physical card? Yeah. I had all of that but I thought my insurance... I thought I was gonna cancel it so I accidentally threw all my stuff away. I need, um, everything y'all sent me before. Okay. And that- Like a mem- ... I'm gonna have to request it, and it takes seven to ten business day for you to arrive, f- for them to arrive. Okay. Meanwhile you could use the digital one. Okay. And how do I use the digital one? When you, um, pull it up from your email you will have one on each, um, PDF file. Oh, o- You've got to show it to your doctor and provide the information to them. How pull it up from my email what you guys send me? Yes, and you could also print it out if you would like. Oh, okay. Yeah, I, I still want a, um, a physical card because I need all that, um, the package that y'all sent me. All right. No problem. I will go ahead and request that for you, sir. f300 c- Okay. Appreciate the help. Anything else I could do for you, sir? Nah, that's it. All right. Thank you for giving us a call. Have a great rest of this day. Hey, thank you. Appreciate it. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Guide. This is Amelia speaking. How may I help you?

Speaker speaker_1: I apologize. I just, uh, got done speaking with you. I was gonna see if I could get the, uh, insurance, the package mailed to me again. My, um, the one that y'all

mailed to me, it got thrown away.

Speaker speaker_0: Okay. So you, you mean the benefit guide?

Speaker speaker_1: Yes, ma'am. That, and it had my cards with like the things that y'all send people when they first, uh, it first starts coming out.

Speaker speaker_0: Oh, okay. So you mean-

Speaker speaker_1: Like the, um-

Speaker speaker_0: ... TUA card.

Speaker speaker_1: ... like the dental card, like the dental cards and all that.

Speaker speaker_0: May I have the name of the staffing agency you work for, sir?

Speaker speaker_1: Surge Staffing.

Speaker speaker_0: And the last four digits of the social?

Speaker speaker_1: 7556.

Speaker speaker_0: Your first and last name, sir?

Speaker speaker_1: James Walker.

Speaker speaker_0: Mr. Walker, for security reasons, and just to make sure we are in the correct file, I need to verify with the address and date of birth.

Speaker speaker_1: Uh, my address 3203 Wood Avenue, date of birth is 04/03/77.

Speaker speaker_0: For the information, we have a telephone number on file 406... I'm sorry, 423-406-5258.

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is jimmywalker535@gmail.com?

Speaker speaker_1: Yeah, that's right.

Speaker speaker_0: Okay. Let me put you in a brief hold while I generate the email, and then it'll be okay?

Speaker speaker_1: Okay.

Speaker speaker_2: Yes?

Speaker speaker_0: Thank you for the information .

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... mail you or the ID card. I-... um, f300 online for you. Check your spam and junk mail. It might go there and it's coming in from info, uh, benefits and a card.

Speaker speaker_2: So y'all can't mail me one?

Speaker speaker_0: Me, uh, a physical card?

Speaker speaker_2: Yeah. I had all of that but I thought my insurance... I thought I was gonna cancel it so I accidentally threw all my stuff away. I need, um, everything y'all sent me before.

Speaker speaker_0: Okay. And that-

Speaker speaker_2: Like a mem-

Speaker speaker_0: ... I'm gonna have to request it, and it takes seven to ten business day for you to arrive, f- for them to arrive.

Speaker speaker_2: Okay.

Speaker speaker_0: Meanwhile you could use the digital one.

Speaker speaker_2: Okay. And how do I use the digital one?

Speaker speaker_0: When you, um, pull it up from your email you will have one on each, um, PDF file.

Speaker speaker_2: Oh, o-

Speaker speaker_0: You've got to show it to your doctor and provide the information to them.

Speaker speaker_2: How pull it up from my email what you guys send me?

Speaker speaker_0: Yes, and you could also print it out if you would like.

Speaker speaker_2: Oh, okay. Yeah, I, I still want a, um, a physical card because I need all that, um, the package that y'all sent me.

Speaker speaker_0: All right. No problem. I will go ahead and request that for you, sir. f300 c-

Speaker speaker_2: Okay. Appreciate the help.

Speaker speaker_0: Anything else I could do for you, sir?

Speaker speaker_2: Nah, that's it.

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

Speaker speaker_2: Hey, thank you. Appreciate it.

Speaker speaker_0: Bye.

Speaker speaker_2: Bye-bye.