

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you? Hi, Pamela. This is Tracy with APL. How are you doing today? Good, and you? I'm doing fine, thank you. So I have a gentleman on my line that, um, he works with MAU and he does not have a policy with us. He said that he has spoken to someone at Benefits in a Card, but he did not know who, what her name was that transferred him to APL. But he is trying to find out about enrolling for coverage. Okay. All right. Can you go ahead ... Um, and... ... and . Yeah. I can give you his name. Uh-huh. His name, he says is Bruce Crane, and he, again, he said he works with mana- MAU. Let me see if I can find... Mm. All right. I found one, maybe that's it. Okay. Just a minute. I'm gonna go check with him. Okay. Go ahead. Okay. Yes, ma'am. Sure. Okay. Well, are you ready then, Pamela, for me to... And he may not, he may not still be there. I'm not sure if he hung up or not, but I'm gonna go ahead and try to release the call to you. No problem. Go ahead. All right. Thank you. Have a nice afternoon. You too. Uh-huh.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you?

Speaker speaker_2: Hi, Pamela. This is Tracy with APL. How are you doing today?

Speaker speaker_1: Good, and you?

Speaker speaker_2: I'm doing fine, thank you. So I have a gentleman on my line that, um, he works with MAU and he does not have a policy with us. He said that he has spoken to someone at Benefits in a Card, but he did not know who, what her name was that transferred him to APL. But he is trying to find out about enrolling for coverage.

Speaker speaker_1: Okay. All right. Can you go ahead ...

Speaker speaker_2: Um, and...

Speaker speaker_1: ... and .

Speaker speaker_2: Yeah. I can give you his name. Uh-huh. His name, he says is Bruce Crane, and he, again, he said he works with mana- MAU.

Speaker speaker_1: Let me see if I can find...

Speaker speaker_2: Mm.

Speaker speaker_1: All right. I found one, maybe that's it.

Speaker speaker_2: Okay.

Speaker speaker_1: Just a minute. I'm gonna go check with him.

Speaker speaker_2: Okay.

Speaker speaker_1: Go ahead.

Speaker speaker_2: Okay. Yes, ma'am. Sure. Okay. Well, are you ready then, Pamela, for me to... And he may not, he may not still be there. I'm not sure if he hung up or not, but I'm gonna go ahead and try to release the call to you.

Speaker speaker_1: No problem. Go ahead.

Speaker speaker_2: All right. Thank you. Have a nice afternoon.

Speaker speaker_1: You too.

Speaker speaker_2: Uh-huh.