

## 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? Uh, hello. How are you doing today? How may I help you? Can you hear me? Yes, sir. Okay. Uh, I was just wondering if there's any way I can get the insurance card digitally for now? Because the physical card, um, I'm not in my hometown at the moment and they sent it to my hometown address. And who do you work for, sir? Uh, I work with Superior Skill Traits. Okay. And the last four digits of your social? 2475. Your first and last name? Uh, Ambrol Villarreal. A-N-B-R-O-L-E Villarreal, double L, double R. Your last name is Villarreal? Yes. Villarreal. Because they have it spelled wrong here. All right, sir. May, um, Mr. Villarreal, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? The address that I have on file? Yes, sir. Uh, it's 2208 West Jackson Avenue, McAllen, Texas 78501. Then it'll be 1106 2001. Thank you for your information. We have a telephone number on file, 956-652-1536. And your email is villarrealambrol- Ambrol, yes, ma'am. ...@gmail.com. So let me put you in a brief hold where I put up the ID card. Thank you. Come again? Hello? Mr. Villarreal? Yeah. Is he... Are you there, sir? Yeah. Can you hear me? Yes, okay. So, um, I have available your dental and one of your medical cards. I've went ahead and emailed it to you. Um, check your spam and junk mail. It will, it's coming in from info at Benefits in a Card. The ID card that we... is not generated yet. It's your Stay Healthy, uh, plan. If you want it, give us a call back, I would say tomorrow or Wednesday. We should have it available for you. Okay. For it to be digital? Yes. Your physical should be arriving sometime, um, at the end of the week or next week. Okay. Yes. Yeah, I'll just look out for the digital one however right now since I'm out of town. Yeah, but you're still missing one for your physical. So we should have it available tomorrow or the day after. Okay. Tomorrow's... Okay. All right. Anything else I could do for you, sir? No, ma'am. All right. Thank you for giving us a call today. Have a great rest of the day. You as well.

### 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: Uh, hello. How are you doing today?

Speaker speaker\_0: How may I help you?

Speaker speaker\_1: Can you hear me?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. Uh, I was just wondering if there's any way I can get the insurance card digitally for now? Because the physical card, um, I'm not in my hometown at the moment and they sent it to my hometown address.

Speaker speaker\_0: And who do you work for, sir?

Speaker speaker\_1: Uh, I work with Superior Skill Traits.

Speaker speaker\_0: Okay. And the last four digits of your social?

Speaker speaker\_1: 2475.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Uh, Ambrol Villarreal. A-N-B-R-O-L-E Villarreal, double L, double R.

Speaker speaker\_0: Your last name is Villarreal?

Speaker speaker\_1: Yes. Villarreal.

Speaker speaker\_0: Because they have it spelled wrong here. All right, sir. May, um, Mr. Villarreal, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: The address that I have on file?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Uh, it's 2208 West Jackson Avenue, McAllen, Texas 78501. Then it'll be 1106 2001.

Speaker speaker\_0: Thank you for your information. We have a telephone number on file, 956-652-1536. And your email is villarrealambrol-

Speaker speaker\_1: Ambrol, yes, ma'am.

Speaker speaker\_0: ...@gmail.com. So let me put you in a brief hold where I put up the ID card. Thank you.

Speaker speaker\_1: Come again? Hello?

Speaker speaker\_0: Mr. Villarreal?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Is he... Are you there, sir?

Speaker speaker\_1: Yeah. Can you hear me?

Speaker speaker\_0: Yes, okay. So, um, I have available your dental and one of your medical cards. I've went ahead and emailed it to you. Um, check your spam and junk mail. It will, it's coming in from info at Benefits in a Card. The ID card that we... is not generated yet. It's your

Stay Healthy, uh, plan. If you want it, give us a call back, I would say tomorrow or Wednesday. We should have it available for you.

Speaker speaker\_1: Okay. For it to be digital?

Speaker speaker\_0: Yes. Your physical should be arriving sometime, um, at the end of the week or next week.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yes.

Speaker speaker\_1: Yeah, I'll just look out for the digital one however right now since I'm out of town.

Speaker speaker\_0: Yeah, but you're still missing one for your physical. So we should have it available tomorrow or the day after.

Speaker speaker\_1: Okay. Tomorrow's... Okay.

Speaker speaker\_0: All right. Anything else I could do for you, sir?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: All right. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker\_1: You as well.