

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, yes, ma'am. I was, uh, calling to do my re-enrollment for my employment and insurance. Who do you work for, sir? MAU. I have to ask for the use of your Social so I can pull up your file. 5231. 231? Yes, ma'am, 5231. Okay, 5231. And your first and last name? Joseph. Last name Roach, R-O-A-C-H. All right. Mr. Roach, 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. My address and date of birth? Yes, I need to verify. All right, uh, my address is 310 Cameron Road, Greenville, South Carolina 29651. All right. We have a phone number on file which is 8-4... 864-752-8276. Can you email- Yes, ma'am. ... me at jcr.rolling20@gmail.com? Yes, ma'am. All right. And what would you like to do with your benefits, sir? Uh, uh, I'd just like to keep it the same as it, as it was last year. Okay, so it will stay as, as it is. Um, anything else I can do for you, sir? Um, my, uh, where do I get my card from? Like, when, when do I get my card? You can use any one you have. Oh, well, I own... The only one I have right now is my dental card. I don't have my, like, medical or my vision. Okay, so c- Okay, so what I could do, I could send you a medical card to your email. Will that work for you? Okay. Yes, ma'am, it will. All right, so the email's coming in from info@benefitsinacard and you should get it within the next minute or so. Okay. Thank you. All right. Thank you for giving us a call. Have a great rest of the day. You too. Bye-bye.

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, yes, ma'am. I was, uh, calling to do my re-enrollment for my employment and insurance.

Speaker speaker_0: Who do you work for, sir?

Speaker speaker_1: MAU.

Speaker speaker_0: I have to ask for the use of your Social so I can pull up your file.

Speaker speaker_1: 5231.

Speaker speaker_0: 231?

Speaker speaker_1: Yes, ma'am, 5231.

Speaker speaker_0: Okay, 5231. And your first and last name?

Speaker speaker_1: Joseph. Last name Roach, R-O-A-C-H.

Speaker speaker_0: All right. Mr. Roach, 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: My address and date of birth?

Speaker speaker_0: Yes, I need to verify.

Speaker speaker_1: All right, uh, my address is 310 Cameron Road, Greenville, South Carolina 29651.

Speaker speaker_0: All right. We have a phone number on file which is 8-4... 864-752-8276. Can you email-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: ... me at jcr.rolling20@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. And what would you like to do with your benefits, sir?

Speaker speaker_1: Uh, uh, I'd just like to keep it the same as it, as it was last year.

Speaker speaker_0: Okay, so it will stay as, as it is. Um, anything else I can do for you, sir?

Speaker speaker_1: Um, my, uh, where do I get my card from? Like, when, when do I get my card?

Speaker speaker_0: You can use any one you have.

Speaker speaker_1: Oh, well, I own... The only one I have right now is my dental card. I don't have my, like, medical or my vision.

Speaker speaker_0: Okay, so c- Okay, so what I could do, I could send you a medical card to your email. Will that work for you?

Speaker speaker_1: Okay. Yes, ma'am, it will.

Speaker speaker_0: All right, so the email's coming in from info@benefitsinacard and you should get it within the next minute or so.

Speaker speaker_1: Okay. Thank you.

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

Speaker speaker_1: You too. Bye-bye.