

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? Um, this is an Emily Rauh. Um, I work at Delta. I'm a temp there. Um, I was just calling about, um, health insurance. Okay. What's the name of the staffing agency? Um, Hannibal, uh, Rockers. Rockers? How am I doing today? Yeah. May I have the last four digits of your Social? Uh, 2092. 29? 2092. 4092, yes sir. And you... First and last name? Did you say, did you say 4092? It's 2092. Yes. Oh. 20, sorry. Yep. You said your first and last name is Emily Rojo? Rauh. Rauh, all righty. Ms. Rauh, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth. Um, 801 West 2nd Street, Fairfield Park, Arkansas. 42320, um, 8-13-98. Thank you for the information. We have a telephone number on file, 270-775-8536. And your email is emily.burton101851 at gmail.com. Yeah. Let's see. So I see here that you are enrolled in the benefits in dental, vision and the VIP standard. Yeah. Uh- But, um, I only received, I only received, um, the dental and the vision. I haven't received, um, anything for, like, uh, the doctors, I guess, you could say. Okay. So they send that ID card digital to you email. They do not send physical. What I could do, I could, um, check if I have it available to me and resend it to you. Mm-hmm. Yeah, that would be great. Okay. Let me put you on a payphone while I pull up the information. Thank you. God, that hurt. Hey. Nice. Oh, that hurt. Shit. Hello. Yes. Thank you for holding. Um, I proceeded to in... email you the ID card. Check your spam and junk mail, it might go there. And it's coming in from info@benefitsinacard. So it's in my email? I sent it to the email we have on file. Okay. That'll be fine. All right. Thank you. Thank you. Have a great rest of the day. Bye. You too. Bye. 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: Um, this is an Emily Rauh. Um, I work at Delta. I'm a temp there. Um, I was just calling about, um, health insurance.

Speaker speaker_0: Okay. What's the name of the staffing agency?

Speaker speaker_1: Um, Hannibal, uh, Rockers.

Speaker speaker_0: Rockers? How am I doing today?

Speaker speaker_1: Yeah.

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: Uh, 2092.

Speaker speaker_0: 29?

Speaker speaker_1: 2092.

Speaker speaker_0: 4092, yes sir. And you... First and last name?

Speaker speaker_1: Did you say, did you say 4092? It's 2092.

Speaker speaker_0: Yes.

Speaker speaker_1: Oh.

Speaker speaker_0: 20, sorry.

Speaker speaker_1: Yep.

Speaker speaker_0: You said your first and last name is Emily Rojo?

Speaker speaker_1: Rauh.

Speaker speaker_0: Rauh, all righty. Ms. Rauh, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker_1: Um, 801 West 2nd Street, Fairfield Park, Arkansas. 42320, um, 8-13-98.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 270-775-8536. And your email is emily.burton101851 at gmail.com.

Speaker speaker_1: Yeah.

Speaker speaker_0: Let's see. So I see here that you are enrolled in the benefits in dental, vision and the VIP standard.

Speaker speaker_1: Yeah.

Speaker speaker_0: Uh-

Speaker speaker_1: But, um, I only received, I only received, um, the dental and the vision. I haven't received, um, anything for, like, uh, the doctors, I guess, you could say.

Speaker speaker_0: Okay. So they send that ID card digital to you email. They do not send physical. What I could do, I could, um, check if I have it available to me and resend it to you.

Speaker speaker_1: Mm-hmm. Yeah, that would be great.

Speaker speaker_0: Okay. Let me put you on a payphone while I pull up the information. Thank you.

Speaker speaker_2: God, that hurt. Hey. Nice. Oh, that hurt. Shit.

Speaker speaker_0: Hello.

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you for holding. Um, I proceeded to in... email you the ID card. Check your spam and junk mail, it might go there. And it's coming in from info@benefitsinacard.

Speaker speaker_1: So it's in my email?

Speaker speaker_0: I sent it to the email we have on file.

Speaker speaker_1: Okay. That'll be fine.

Speaker speaker_0: All right.

Speaker speaker_1: Thank you.

Speaker speaker_0: Thank you. Have a great rest of the day.

Speaker speaker_1: Bye. You too. Bye.

Speaker speaker_0: Bye-bye.