

Transcript: Pamela

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Full Transcript

Hello, welcome to the Food Truck. My name is Pamela and I'm going to help you. Hi, good afternoon. I'm calling because I am an employee of the company, SST. And... What's the company, sir? SST. OK, yeah. And, uh, coincidentally today I was calling, I didn't know, because they have it at work and all that, but I didn't know what they were talking about. And I was calling because of my other insurance, because I was looking for a clinic that was close to here in Austin. And they told me that they had nothing to do with us, that we had moved on to another insurance. And now looking here in the emails, yesterday I received my account with you. So, I would like to know which clinic do I have here in Austin? In this case, I can give you a phone number where you can call. That's when they'll tell you which one is closest to your area, or I can transfer it to you. Okay. And now another question I wanted to ask you. When I present the insurance, when I show up at the clinic, do I have to give them a number? Do I have to give them something? Because I don't have the card. Ah, okay. You haven't received it yet. Could you send me your social security numbers? Sixteen, four- He said SST. Can you repeat your first and last name, please? José Raúl Riveron de la Moneda. Mr. Riveron, for security reasons, we are going to verify your address and date of birth. Ok, one moment. The birth date is April 1, 1990. And the address, right away, I'll give it to you. It would be fifteen zero two, Partner Chick Way, apartment twenty-one zero four. Okay. What is the city and the state? Kyrie, Texas. Seven seven-- seven, seven, four, four, nine. I have the phone number, zero-- oh, sorry, seven, three, seven, three, twenty-nine, forty, zero, one. And your email is- Riveron de la Moneda iCloud.com. Correct. I'm going to put you on hold for a moment, Mr. Riveron, to look up your information- Okay. In the system, to then see if I can send you the card to your email. Okay, thank you very much. Señor Rivero. Sí, dígame. Aquí estoy. Bien, muchas gracias por la espera. Yo le envié las tarjetas a su correo electrónico. Chequee su correo no deseado. Le va a llegar de parte de info. Se escribe a sí mismo I-N-F-O @benefitsinacard. Un momentico. Aquí me sale un nuevo anuncio de Beneficio: activa tu cuenta de Beneficio Card. ¿Le pongo activarlo ahí? No. Es-- debe de ser un correo electrónico donde en la, eh, en la parte de abajo tiene que tener tres, diferentes, ah, ajustes que, que dicen visión, I-I-D card, visión dental y... y médica. El correo le llega, eh, de parte de info, I-N-F-O, @benefitsinacard. Deje ver por qué número- Pero la tarjeta no se activa. Ah, ya. Ya, ya me llegó, ya. Okey. ¿Hay algo más que yo pueda hacer por usted? Entonces- Incluyo- Ya, usted me transferiría-- Dígame, dígame ahí, ¿eh? Ahí en el correo puede ver también los números donde puede llamar para chequear los, los médicos en su área para cada médico, dental y visión. Si quiere, lo puedo transferir ahora. Oooh. Eh, ¿y el nombre deeeel, de él, del seguro cuál sería? Ahí lo está en la tarjetita. Dice American Public Life. APL. Mmm, ya. American Public Life. Okey, muchas gracias. Okey, gracias. ¿Algo más? No, ya, solamente eso. Muchas gracias. Okey. Bueno, bye.

Conversation Format

Speaker speaker_0: Hello, welcome to the Food Truck. My name is Pamela and I'm going to help you.

Speaker speaker_1: Hi, good afternoon. I'm calling because I am an employee of the company, SST. And... What's the company, sir? SST. OK, yeah. And, uh, coincidentally today I was calling, I didn't know, because they have it at work and all that, but I didn't know what they were talking about. And I was calling because of my other insurance, because I was looking for a clinic that was close to here in Austin. And they told me that they had nothing to do with us, that we had moved on to another insurance. And now looking here in the emails, yesterday I received my account with you. So, I would like to know which clinic do I have here in Austin?

Speaker speaker_0: In this case, I can give you a phone number where you can call. That's when they'll tell you which one is closest to your area, or I can transfer it to you.

Speaker speaker_1: Okay. And now another question I wanted to ask you. When I present the insurance, when I show up at the clinic, do I have to give them a number? Do I have to give them something? Because I don't have the card.

Speaker speaker_0: Ah, okay. You haven't received it yet. Could you send me your social security numbers?

Speaker speaker_1: Sixteen, four-

Speaker speaker_0: He said SST. Can you repeat your first and last name, please?

Speaker speaker_1: José Raúl Riveron de la Moneda.

Speaker speaker_0: Mr. Riveron, for security reasons, we are going to verify your address and date of birth.

Speaker speaker_1: Ok, one moment. The birth date is April 1, 1990. And the address, right away, I'll give it to you. It would be fifteen zero two, Partner Chick Way, apartment twenty-one zero four.

Speaker speaker_0: Okay. What is the city and the state?

Speaker speaker_1: Kyrie, Texas. Seven seven-- seven, seven, four, four, nine.

Speaker speaker_0: I have the phone number, zero-- oh, sorry, seven, three, seven, three, twenty-nine, forty, zero, one. And your email is- Riveron de la Moneda iCloud.com.

Speaker speaker_1: Correct.

Speaker speaker_0: I'm going to put you on hold for a moment, Mr. Riveron, to look up your information-

Speaker speaker_1: Okay.

Speaker speaker_0: In the system, to then see if I can send you the card to your email.

Speaker speaker_1: Okay, thank you very much.

Speaker speaker_0: Señor Rivero.

Speaker speaker_2: Sí, dígame. Aquí estoy.

Speaker speaker_0: Bien, muchas gracias por la espera. Yo le envié las tarjetas a su correo electrónico. Chequee su correo no deseado. Le va a llegar de parte de info. Se escribe a sí mismo I-N-F-O @benefitsinacard.

Speaker speaker_2: Un momentico. Aquí me sale un nuevo anuncio de Beneficio: activa tu cuenta de Beneficio Card. ¿Le pongo activarlo ahí?

Speaker speaker_0: No. Es-- debe de ser un correo electrónico donde en la, eh, en la parte de abajo tiene que tener tres, diferentes, ah, ajustes que, que dicen visión, I-I-D card, visión dental y... y médica. El correo le llega, eh, de parte de info, I-N-F-O, @benefitsinacard.

Speaker speaker_2: Deje ver por qué número-

Speaker speaker_0: Pero la tarjeta no se activa.

Speaker speaker_2: Ah, ya. Ya, ya me llegó, ya.

Speaker speaker_0: Okey. ¿Hay algo más que yo pueda hacer por usted?

Speaker speaker_2: Entonces-

Speaker speaker_0: Incluyo-

Speaker speaker_2: Ya, usted me transferiría-- Dígame, dígame ahí, ¿eh?

Speaker speaker_0: Ahí en el correo puede ver también los números donde puede llamar para chequear los, los médicos en su área para cada médico, dental y visión. Si quiere, lo puedo transferir ahora.

Speaker speaker_2: Oooh. Eh, ¿y el nombre de él, de él, del seguro cuál sería?

Speaker speaker_0: Ahí lo está en la tarjetita. Dice American Public Life. APL.

Speaker speaker_2: Mmm, ya. American Public Life. Okey, muchas gracias.

Speaker speaker_0: Okey, gracias. ¿Algo más?

Speaker speaker_2: No, ya, solamente eso. Muchas gracias.

Speaker speaker_0: Okey. Bueno, bye.