

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Car. This is Pamela speaking. How may I help you? I was just wondering, where do I get my cards? My, um, like health card, dental card, vision. You haven't received it yet? No, like it- it got me to this email and got me to this health portal and that's it. Who do you work for? I work for Focus. And have the last four digits of your Social? I'm sorry? The last four digits of the Social? The last four digits of my Social, 7079. And your first and last name? Lindsey Barone. Ms. Barone, 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? 12383511 Northeast Tudor Road, Apartment Seven, Lee Summit, 64086. Thank you for the information. We have a telephone number on file, 8166421179 and your email is ljbarone, your last name, 24@gmail.com. Yeah, that's correct. So, I see that your benefits just became effective on Monday the 13th. Mm-hmm. So what I could, I could check if they are available to me and I could email you temporary one since you will receive a physical one to your mailing address. May I place you on a brief hold? Yep. Sure, thank you. Ms. Barone? Yes. Thank you for holding. I'll proceed to email you the ID card. Check your spam and junk mail, it might go there. It's coming from info@benefitsandacar and your physical cards- Thank you so much. ... should be there by next, by next week. Okay, I've got them. Thank you. Thank you for calling Benefits and a Car. Have a great rest of the day. Okay, thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: I was just wondering, where do I get my cards? My, um, like health card, dental card, vision.

Speaker speaker_1: You haven't received it yet?

Speaker speaker_2: No, like it- it got me to this email and got me to this health portal and that's it.

Speaker speaker_1: Who do you work for?

Speaker speaker_2: I work for Focus.

Speaker speaker_1: And have the last four digits of your Social?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: The last four digits of the Social?

Speaker speaker_2: The last four digits of my Social, 7079.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Lindsey Barone.

Speaker speaker_1: Ms. Barone, 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_2: 12383511 Northeast Tudor Road, Apartment Seven, Lee Summit, 64086.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 8166421179 and your email is ljbarone, your last name, 24@gmail.com.

Speaker speaker_2: Yeah, that's correct.

Speaker speaker_1: So, I see that your benefits just became effective on Monday the 13th.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So what I could, I could check if they are available to me and I could email you temporary one since you will receive a physical one to your mailing address. May I place you on a brief hold?

Speaker speaker_2: Yep.

Speaker speaker_1: Sure, thank you. Ms. Barone?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you for holding. I'll proceed to email you the ID card. Check your spam and junk mail, it might go there. It's coming from info@benefitsandacar and your physical cards-

Speaker speaker_2: Thank you so much.

Speaker speaker_1: ... should be there by next, by next week.

Speaker speaker_2: Okay, I've got them. Thank you.

Speaker speaker_1: Thank you for calling Benefits and a Car. Have a great rest of the day.

Speaker speaker_2: Okay, thank you.