

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you? Uh, hi, this is Ben Crockett and I'm, uh, looking to get another copy of my Benefits in a Card sent to me. Okay. And who do you work for? Uh, Siemens Manufacturing, through, uh, ISS. Can I have the last four digits of your Social so I can pull up your file? Um, do you know what the last four digits of my Social are? Oh. Hold on, I gotta find it real quick. No problem. All right, I found it. It's, um, 0063. 006... Can you say your first and last name again, sir? Uh, Benjamin Crockett. Right. Thank you. Mr. Crockett, for security reasons, and to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay. Uh, it's 108 Betty Lane and, uh, November 6th, 2001. Can you tell me, um, the complete address, the state and city where you're located? Oh, uh, yeah, 108 Betty Lane, O'Fallon, Illinois. Is the ZIP code 62269? Yeah. Yeah. We have a phone number on file, 618-560-8185, and your email is benestivel@outlook.com. Yeah. That's correct. Okay. 01163. All right. Let me put you in a brief hold, Mr. Crockett, while I pull up all the information and email it to you. Okay. That includes the ID card, right? Yeah. All right. Very good. That's all the information, yeah. Thank you for holding, sir. I proceed to email you the ID card. Um- Okay. ... the card is in a PDF file. Is there anything else I could do for you? Uh, no, I think that's everything. All right, thank you. I could even also go check your spam and junk mail, it might go there. And it's coming from info@benefitsinacard. Okay. All right- Thank you. ... well, thank you. Have a good day.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you?

Speaker speaker_2: Uh, hi, this is Ben Crockett and I'm, uh, looking to get another copy of my Benefits in a Card sent to me.

Speaker speaker_1: Okay. And who do you work for?

Speaker speaker_2: Uh, Siemens Manufacturing, through, uh, ISS.

Speaker speaker_1: Can I have the last four digits of your Social so I can pull up your file?

Speaker speaker_2: Um, do you know what the last four digits of my Social are?

Speaker speaker_1: Oh.

Speaker speaker_2: Hold on, I gotta find it real quick.

Speaker speaker_1: No problem.

Speaker speaker_2: All right, I found it. It's, um, 0063.

Speaker speaker_1: 006... Can you say your first and last name again, sir?

Speaker speaker_2: Uh, Benjamin Crockett.

Speaker speaker_1: Right. Thank you. Mr. Crockett, for security reasons, and to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_2: Okay. Uh, it's 108 Betty Lane and, uh, November 6th, 2001.

Speaker speaker_1: Can you tell me, um, the complete address, the state and city where you're located?

Speaker speaker_2: Oh, uh, yeah, 108 Betty Lane, O'Fallon, Illinois.

Speaker speaker_1: Is the ZIP code 62269?

Speaker speaker_2: Yeah.

Speaker speaker_1: Yeah. We have a phone number on file, 618-560-8185, and your email is benestivel@outlook.com.

Speaker speaker_2: Yeah. That's correct.

Speaker speaker_1: Okay. 01163. All right. Let me put you in a brief hold, Mr. Crockett, while I pull up all the information and email it to you.

Speaker speaker_2: Okay.

Speaker speaker_1: That includes the ID card, right?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. Very good.

Speaker speaker_2: That's all the information, yeah.

Speaker speaker_1: Thank you for holding, sir. I proceed to email you the ID card. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the card is in a PDF file. Is there anything else I could do for you?

Speaker speaker_2: Uh, no, I think that's everything.

Speaker speaker_1: All right, thank you. could even also go check your spam and junk mail, it might go there. And it's coming from info@benefitsinacard.

Speaker speaker_2: Okay. All right-

Speaker speaker_1: Thank you.

Speaker speaker_2: ... well, thank you. Have a good day.