

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? Hi, um, excuse me. I was just trying to see if... I know my, my card, um, is, is supposed to be on its way, but I was wondering if it's possible to get, like, the information so I could actually start using the benefits before my card gets here? Sure. Um, may I have the last four digits of your Social and the staffing agency you work for? Sure. I work with Partners Personnel, and my, uh, the last five... or I'm sorry, the last four of my Social are 0555. And your first and last name, sir? Eric Nester. Thank you. Uh, uh, Mr. Nester, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yeah. 704 19th Street Northwest, Canton, Ohio, 44709. And my date of birth is August 3rd of 1987. Thank you for the information. We have a phone, uh, phone number, 614-464-7161, and your email is ericnester@gmail.com. Yes. Okay. Let me see. Okay. So I'm opening a brief hold for a ... photo DUID card, just bear with me. Okay. Sir? Yes. Thank you for holding. So I sent you two e- two different emails. Um, please check your spam and junk mail and might go there. It's coming in from info@benefitsinacard. Um- Okay. Okay. So one of them has your ID card, and then the other one has your instruction on how to register online for your prescription plan. Okay. And I highlighted the website that you need to go and register for your virtual care. Okay. Perfect. Thank you. All right, thank you for giving us a call today. Have a great rest of the day, sir. You as well. 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: Hi, um, excuse me. I was just trying to see if... I know my, my card, um, is, is supposed to be on its way, but I was wondering if it's possible to get, like, the information so I could actually start using the benefits before my card gets here?

Speaker speaker_0: Sure. Um, may I have the last four digits of your Social and the staffing agency you work for?

Speaker speaker_1: Sure. I work with Partners Personnel, and my, uh, the last five... or I'm sorry, the last four of my Social are 0555.

Speaker speaker_0: And your first and last name, sir?

Speaker speaker_1: Eric Nester.

Speaker speaker_0: Thank you. Uh, uh, Mr. Nester, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Yeah. 704 19th Street Northwest, Canton, Ohio, 44709. And my date of birth is August 3rd of 1987.

Speaker speaker_0: Thank you for the information. We have a phone, uh, phone number, 614-464-7161, and your email is ericnester@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Let me see. Okay. So I'm opening a brief hold for a ... photo DUID card, just bear with me.

Speaker speaker_1: Okay.

Speaker speaker_0: Sir?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you for holding. So I sent you two e- two different emails. Um, please check your spam and junk mail and might go there. It's coming in from info@benefitsinacard. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. So one of them has your ID card, and then the other one has your instruction on how to register online for your prescription plan.

Speaker speaker_1: Okay.

Speaker speaker_0: And I highlighted the website that you need to go and register for your virtual care.

Speaker speaker_1: Okay. Perfect. Thank you.

Speaker speaker_0: All right, thank you for giving us a call today. Have a great rest of the day, sir.

Speaker speaker_1: You as well. Bye.