

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-85, this is Pamela speaking. How may I help you? Hi. Um, I was trying to find my, um, my card information so I can bill a doctor or bill my insurance. Okay. And who do you work for? I work for Creative Circle. The last four digits of your social? 5570. First and last name? Madison DeLong. This is the one for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay. It's 1109 Shorewood Drive, Bremerton, Washington 98312. And my birthday is 12-11-1986. Thank you for the information. We have your telephone number on file. It's, um, 817-235-6884. Yes, that's it. And your email is DeLong, your last name, .madison, your first name, @gmail.com? Yes. So your benefits just became effective today. Okay. Um, I'm gonna check what I have available. Usually takes 72 hours for them to be available to us. Um- Okay. ... but I will..... All right? Just bear with me. All right. Thank you. Hello? Yes. Okay. Uh, um, I suggest you to give us a call, I would say Thursday, and we should have them available to send it to you by email. Okay. But you can- On Thursday? Yeah, you could let your provider know that we... That they could give us a call at the same number you gave us, you called us, and, um, and we'll let them know that your benefits are active and we're submitting the claim. Okay. All right, thank you. Thank you for giving us a call. Have a great rest of your day. You too. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 10-85, this is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. Um, I was trying to find my, um, my card information so I can bill a doctor or bill my insurance.

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

Speaker speaker_2: I work for Creative Circle.

Speaker speaker_1: The last four digits of your social?

Speaker speaker_2: 5570.

Speaker speaker_1: First and last name?

Speaker speaker_2: Madison DeLong.

Speaker speaker_1: This is the one for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_2: Okay. It's 1109 Shorewood Drive, Bremerton, Washington 98312. And my birthday is 12-11-1986.

Speaker speaker_1: Thank you for the information. We have your telephone number on file. It's, um, 817-235-6884.

Speaker speaker_2: Yes, that's it.

Speaker speaker_1: And your email is DeLong, your last name,.madison, your first name, @gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: So your benefits just became effective today.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, I'm gonna check what I have available. Usually takes 72 hours for them to be available to us. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... but I will..... All right? Just bear with me.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Hello?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Uh, um, I suggest you to give us a call, I would say Thursday, and we should have them available to send it to you by email.

Speaker speaker_2: Okay.

Speaker speaker_1: But you can-

Speaker speaker_2: On Thursday?

Speaker speaker_1: Yeah, you could let your provider know that we... That they could give us a call at the same number you gave us, you called us, and, um, and we'll let them know that your benefits are active and we're submitting the claim.

Speaker speaker_2: Okay. All right, thank you.

Speaker speaker_1: Thank you for giving us a call. Have a great rest of your day.

Speaker speaker_2: You too. Bye.