

## 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? Yes, ma'am. I was calling to see if I could get a copy of my insurance cards emailed to me. Sure. Who do you work for? Serge Staffing. Can I have the last four digits of your social? 0143. And your first and last name? Anthony Anderson. Mr. Anderson, 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? Yes, ma'am. It is, uh, 790 County Road 1216, Vine Mont, Alabama 35179 and my date of birth is 3-8-87. Thank you for the information. We do have a telephone number on file which is 256-673-5227, and the email we have on file is Dorella- Dorell. Anderson? Yeah, Dorell. Yeah, darelanderson930@gmail.com? Yes, ma'am. Okay. So if you allow me to put you in a brief hold so I can pull up the information? Okay. Thank you. Mr. Anderson? Yes, ma'am. Thank you for calling... I mean, sir, th- thank you for holding. I proceed to send you all your ID cards that are available, um, as well a email how to, um, set up your profile for your prescription plan. Okay, thank you. All right. Uh, uh, fbenefits in a car. Ma'am? Did you respond when you just mailed? Yeah, I think I got f The email. Yeah, I got my email, so okay, I got the group number and the employee ID number. Is that all I need? Well, you have, each ID card is a PDF file. So for each card- Yes, ma'am. I've got it. So the dental and medical, your vision, each one is on a file. Okay. And then you have a, a different email with the instruction on how to, um, register for your prescription plan. Okay. Okay? Is there anything else I could do for you, Mr. Anderson? That's it. I appreciate it, ma'am. All right, thank you for c- giving us a call today. Have a great rest of the day. You too. 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 in a Card, this is Pamela speaking. How may I help you?

Speaker speaker\_2: Yes, ma'am. I was calling to see if I could get a copy of my insurance cards emailed to me.

Speaker speaker\_1: Sure. Who do you work for?

Speaker speaker\_2: Serge Staffing.

Speaker speaker\_1: Can I have the last four digits of your social?

Speaker speaker\_2: 0143.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Anthony Anderson.

Speaker speaker\_1: Mr. Anderson, 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: Yes, ma'am. It is, uh, 790 County Road 1216, Vine Mont, Alabama 35179 and my date of birth is 3-8-87.

Speaker speaker\_1: Thank you for the information. We do have a telephone number on file which is 256-673-5227, and the email we have on file is Dorella-

Speaker speaker\_2: Dorell.

Speaker speaker\_1: Anderson?

Speaker speaker\_2: Yeah, Dorell.

Speaker speaker\_1: Yeah, darelanderson930@gmail.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. So if you allow me to put you in a brief hold so I can pull up the information?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Thank you. Mr. Anderson?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Thank you for calling... I mean, sir, th- thank you for holding. I proceed to send you all your ID cards that are available, um, as well a email how to, um, set up your profile for your prescription plan.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: All right. Uh, uh, fbenefits in a car.

Speaker speaker\_2: Ma'am?

Speaker speaker\_1: Did you respond when you just mailed?

Speaker speaker\_2: Yeah, I think I got f

Speaker speaker\_1: The email.

Speaker speaker\_2: Yeah, I got my email, so okay, I got the group number and the employee ID number. Is that all I need?

Speaker speaker\_1: Well, you have, each ID card is a PDF file. So for each card-

Speaker speaker\_2: Yes, ma'am. I've got it.

Speaker speaker\_1: So the dental and medical, your vision, each one is on a file.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then you have a, a different email with the instruction on how to, um, register for your prescription plan.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay? Is there anything else I could do for you, Mr. Anderson?

Speaker speaker\_2: That's it. I appreciate it, ma'am.

Speaker speaker\_1: All right, thank you for c- giving us a call today. Have a great rest of the day.

Speaker speaker\_2: You too. Thank you.