

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits NFR, this is Pamela speaking. How may I help you? Hi, this is Fatima Moradi and I'm an employee with Nora Staffing Agency and I was wondering if you can look up my account and I never received my insurance card, so I was wondering if you guys can resend that? Who do you work for? Um, Nora Staffing. May I have the last four digits of your social? Sure, 3372. 3372? 3372, yes. Your first and last name, ma'am? It's Fatima Moradi. Miss Moradi, for security reasons and just to make sure we are in the correct file, can you please verify the complete address and date of birth? Sure. Um, date of birth is October 17th, 1993. Address, 174 Ocean Ave, Unit 38, Seabright, New Jersey, 07760. All right. We have a telephone number on file which is, um, 201-233-7161. Correct. And your email is F, your last name, 207@gmail.com? Correct. All right, let me check your file so see how you're... See that you are enrolled. All right. So your benefits just became effective. You should be receiving a new ID card sometimes this week, um, to the mailing address we have on file. Can you repeat the unit number? 38. Okay. I could put you in a brief hold and see if the ID cards are available to me and I'll be able to send you copies. Sure. Just bear with me. Thank you. Miss Moradi? Yes. Thank you for holding. I went ahead and emailed you all the ID cards, uh, you could use those while you wait for the physical one to arrive. Oh, I really appreciate that. Um, I just received that. Do you guys, um, you send my dental as well? All of the ID cards are in there. Perfect. Thank you so much. And you should receive your medical. No problem. Anything else- God, I really appreciate it. No, that was- Anything else I can do for you, ma'am? Thank you for giving us a call. Have a great rest of the day. Of course, thank you. Have a good one.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits NFR, this is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi, this is Fatima Moradi and I'm an employee with Nora Staffing Agency and I was wondering if you can look up my account and I never received my insurance card, so I was wondering if you guys can resend that?

Speaker speaker\_0: Who do you work for?

Speaker speaker\_1: Um, Nora Staffing.

Speaker speaker\_0: May I have the last four digits of your social?

Speaker speaker\_1: Sure, 3372.

Speaker speaker\_0: 3372?

Speaker speaker\_1: 3372, yes.

Speaker speaker\_0: Your first and last name, ma'am?

Speaker speaker\_1: It's Fatima Moradi.

Speaker speaker\_0: Miss Moradi, for security reasons and just to make sure we are in the correct file, can you please verify the complete address and date of birth?

Speaker speaker\_1: Sure. Um, date of birth is October 17th, 1993. Address, 174 Ocean Ave, Unit 38, Seabright, New Jersey, 07760.

Speaker speaker\_0: All right. We have a telephone number on file which is, um, 201-233-7161.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And your email is F, your last name , 207@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right, let me check your file so see how you're... See that you are enrolled. All right. So your benefits just became effective. You should be receiving a new ID card sometimes this week, um, to the mailing address we have on file. Can you repeat the unit number?

Speaker speaker\_1: 38.

Speaker speaker\_0: Okay. I could put you in a brief hold and see if the ID cards are available to me and I'll be able to send you copies.

Speaker speaker\_1: Sure.

Speaker speaker\_0: Just bear with me.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Miss Moradi?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you for holding. I went ahead and emailed you all the ID cards, uh, you could use those while you wait for the physical one to arrive.

Speaker speaker\_1: Oh, I really appreciate that. Um, I just received that. Do you guys, um, you send my dental as well?

Speaker speaker\_0: All of the ID cards are in there.

Speaker speaker\_1: Perfect. Thank you so much.

Speaker speaker\_0: And you should receive your medical. No problem. Anything else-

Speaker speaker\_1: God, I really appreciate it. No, that was-

Speaker speaker\_0: Anything else I can do for you, ma'am? Thank you for giving us a call.  
Have a great rest of the day.

Speaker speaker\_1: Of course, thank you. Have a good one.