

## **Transcript: Pamela**

**Blanc-4750768526016512-4785571233218560**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Um, I never got an insurance card, so I'm trying to figure out what insurance I have and ID number and all that. Who do you work for, ma'am? Uh, Hamilton/Riker. Can I have the last four digits of your Social? 2339. First and last name? Starlyn Reed. You said the last four is 2339? Yeah. The last name is Reed? Uh-huh. R-E-E-D. And when did you start working for Hamilton/Rikers? August. Will you mind if I look you up with your whole Social Security number, because we don't... I don't have anything w- under that Social, uh, the last four. Yes, that's fine. Okay. It is 415-77-2339. 415-77-2339? Yeah. Do you have any other last name, ma'am? They might have put it under Clark. Yeah, that's why. Okay. That's fine, you know. Can we verify your complete address and date of birth for security reasons and to make sure we are in the correct file, ma'am, please? Um, 126 Spirit Lane. I moved, so it might be different. Okay, and where is this address located, the 126? Harrison, Tennessee. 38242 your ZIP code? Yes. Is that the address that you changed to or, or you want to change- I- ... change the address? I believe that's the old address. I have a n- I have a different address I need changed to. All right, so the telephone number we have on file was 931-272-6566 and your email is starlynreed21@gmail.com. I need to change all, um, that phone number. Okay. It's the one you're calling from? Yes. Aye. Aye. Can you tell me the new address so we could update that as well? Um, 120 Kirk Trading Post Road. Can you, uh, spell that for me please? K-I-R-K. R-I-R-K? K-I-R-K. I'm sorry, you're cutting off. K-I-R-K. Okay. 120 Kirk Road? Yes. Any apartment number? No. And the city? Spokane. ZIP code? 38222. So you haven't received any of your ID cards? 'Cause if they, we mail it out to that address you had before. Um, I haven't got a health insurance card. I got a dental and a vision, but not like the regular health insurance. Okay, so your medical card, they do not send physical card, they only send digital, so it went to the email we have on file. I could go ahead and resend it to you now and if you need a physical one- Um, I need it through a different email. I can't get, uh, emails on that one anymore. No problem. We could go ahead and do that. Can you tell me the new email? Yeah. It's S-T-A-R-L-Y-N F-A-I-T-H21@gmail. That's your first name, Saith, @21@gmail? Yeah, Starlyn Faith. All right. So I will go ahead and email you the ID card, check your spam and junk mail, it might go there. Um- Okay. ... it's coming from info@benefitsinacard. Do you want me to request a physical card for you? Yes, please. All right. Is there anything else I could do for you, ma'am? No, that's it. All right, thank you for giving us a call today and don't forget to check your spam and junk mail. It's coming from- All right, thanks. ... info@inacard. Thank you. Bye-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 in a Car. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Um, I never got an insurance card, so I'm trying to figure out what insurance I have and ID number and all that.

Speaker speaker\_1: Who do you work for, ma'am?

Speaker speaker\_2: Uh, Hamilton/Riker.

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

Speaker speaker\_2: 2339.

Speaker speaker\_1: First and last name?

Speaker speaker\_2: Starlyn Reed.

Speaker speaker\_1: You said the last four is 2339?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: The last name is Reed?

Speaker speaker\_2: Uh-huh. R-E-E-D.

Speaker speaker\_1: And when did you start working for Hamilton/Rikers?

Speaker speaker\_2: August.

Speaker speaker\_1: Will you mind if I look you up with your whole Social Security number, because we don't... I don't have anything w- under that Social, uh, the last four.

Speaker speaker\_2: Yes, that's fine.

Speaker speaker\_1: Okay.

Speaker speaker\_2: It is 415-77-2339.

Speaker speaker\_1: 415-77-2339?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Do you have any other last name, ma'am?

Speaker speaker\_2: They might have put it under Clark.

Speaker speaker\_1: Yeah, that's why. Okay. That's fine, you know. Can we verify your complete address and date of birth for security reasons and to make sure we are in the correct file, ma'am, please?

Speaker speaker\_2: Um, 126 Spirit Lane. I moved, so it might be different.

Speaker speaker\_1: Okay, and where is this address located, the 126?

Speaker speaker\_2: Harrison, Tennessee.

Speaker speaker\_1: 38242 your ZIP code?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Is that the address that you changed to or, or you want to change-

Speaker speaker\_2: I-

Speaker speaker\_1: ... change the address?

Speaker speaker\_2: I believe that's the old address. I have a n- I have a different address I need changed to.

Speaker speaker\_1: All right, so the telephone number we have on file was 931-272-6566 and your email is starlynreed21@gmail.com.

Speaker speaker\_2: I need to change all, um, that phone number.

Speaker speaker\_1: Okay. It's the one you're calling from?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Aye. Aye. Can you tell me the new address so we could update that as well?

Speaker speaker\_2: Um, 120 Kirk Trading Post Road.

Speaker speaker\_1: Can you, uh, spell that for me please?

Speaker speaker\_2: K-I-R-K.

Speaker speaker\_1: R-I-R-K?

Speaker speaker\_2: K-I-R-K.

Speaker speaker\_1: I'm sorry, you're cutting off.

Speaker speaker\_2: K-I-R-K.

Speaker speaker\_1: Okay. 120 Kirk Road?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Any apartment number?

Speaker speaker\_2: No.

Speaker speaker\_1: And the city?

Speaker speaker\_2: Spokane.

Speaker speaker\_1: ZIP code?

Speaker speaker\_2: 38222.

Speaker speaker\_1: So you haven't received any of your ID cards? 'Cause if they, we mail it out to that address you had before.

Speaker speaker\_2: Um, I haven't got a health insurance card. I got a dental and a vision, but not like the regular health insurance.

Speaker speaker\_1: Okay, so your medical card, they do not send physical card, they only send digital, so it went to the email we have on file. I could go ahead and resend it to you now and if you need a physical one-

Speaker speaker\_2: Um, I need it through a different email. I can't get, uh, emails on that one anymore.

Speaker speaker\_1: No problem. We could go ahead and do that. Can you tell me the new email?

Speaker speaker\_2: Yeah. It's S-T-A-R-L-Y-N F-A-I-T-H21@gmail.

Speaker speaker\_1: That's your first name, Saith, @21@gmail?

Speaker speaker\_2: Yeah, Starlyn Faith.

Speaker speaker\_1: All right. So I will go ahead and email you the ID card, check your spam and junk mail, it might go there. Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... it's coming from info@benefitsinacard. Do you want me to request a physical card for you?

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: All right. Is there anything else I could do for you, ma'am?

Speaker speaker\_2: No, that's it.

Speaker speaker\_1: All right, thank you for giving us a call today and don't forget to check your spam and junk mail. It's coming from-

Speaker speaker\_2: All right, thanks.

Speaker speaker\_1: ... info@inacard.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Bye-bye.