

Transcript: Pamela

Blanc-4759647491375104-4681094368247808

Full Transcript

Thank you for calling Benefit Center Card. This is Pamela speaking. How may I help you? Hi, Pamela. My name is Edith Colburn and I'm h- in here in the app right now on the dashboard and I'm trying to find a way to get a card, 'cause the one that I have apparently does not have all the information on it that my pharmacy needs for me to get my medication filled. Okay. Um, who do you work for, ma'am? Lingo Staffing. May I have the last four digits of your Social? 3849. And your first and last name? Edith Colburn. Miss Colburn, for security reasons just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, address is 816 Hanover Avenue Northwest in Roanoke, Virginia, 24016. And date of birth is June 1, 1963. Thank you for the information. We have a telephone number on file, 540-728-0780, and your email is cci, cci, cci... Yeah, cci63. Okay, at Gmail. All right. Right. If you would like, I could send you copies of your ID card. Okay. To your email. That would be good. All right. I'm gonna- I mean, I received one thing but they said that's just for dental, so... Okay. Yeah, because the medical card, it doesn't change to nothing physical one. They only send it by m- uh, email. Uh... Okay. But if... I'm gonna put you in a brief hold while I generate the information. Okay. Yeah, I th- the button here, d- this email ID card, it says it's not ready or something. Well, I, um... But I could go ahead and send it to you if you would like so. Sure. That would be awesome. All right, just bear with me. Ma'am? Yes. Thank you for holding. I appreciate you each sending the email which be coming under my name, Pamela dot Blanc, uh, Benefits Center Card. Check your spam and junk mail. Mm-hmm. It's both there? Yeah, I see it. Pamela Blanc. Uh-huh. Right, so I sent you the medical card. Right? Anything else I could do for you? Um, nope, that's it. Thank you so much. Thank you for giving us a call. Have a fabulous rest of the day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, Pamela. My name is Edith Colburn and I'm h- in here in the app right now on the dashboard and I'm trying to find a way to get a card, 'cause the one that I have apparently does not have all the information on it that my pharmacy needs for me to get my medication filled.

Speaker speaker_0: Okay. Um, who do you work for, ma'am?

Speaker speaker_1: Lingo Staffing.

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: 3849.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Edith Colburn.

Speaker speaker_0: Miss Colburn, 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: Uh, address is 816 Hanover Avenue Northwest in Roanoke, Virginia, 24016. And date of birth is June 1, 1963.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 540-728-0780, and your email is cci, cci, cci...

Speaker speaker_1: Yeah, cci63.

Speaker speaker_0: Okay, at Gmail. All right. Right. If you would like, I could send you copies of your ID card.

Speaker speaker_1: Okay.

Speaker speaker_0: To your email.

Speaker speaker_1: That would be good.

Speaker speaker_0: All right. I'm gonna-

Speaker speaker_1: I mean, I received one thing but they said that's just for dental, so...

Speaker speaker_0: Okay. Yeah, because the medical card, it doesn't change to nothing physical one. They only send it by m- uh, email. Uh...

Speaker speaker_1: Okay.

Speaker speaker_0: But if... I'm gonna put you in a brief hold while I generate the information.

Speaker speaker_1: Okay. Yeah, I th- the button here, d- this email ID card, it says it's not ready or something.

Speaker speaker_0: Well, I, um... But I could go ahead and send it to you if you would like so.

Speaker speaker_1: Sure. That would be awesome.

Speaker speaker_0: All right, just bear with me. Ma'am?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you for holding. I appreciate you each sending the email which be coming under my name, Pamela dot Blanc, uh, Benefits Center Card. Check your spam and junk mail.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: It's both there?

Speaker speaker_1: Yeah, I see it. Pamela Blanc. Uh-huh.

Speaker speaker_0: Right, so I sent you the medical card. Right? Anything else I could do for you?

Speaker speaker_1: Um, nope, that's it. Thank you so much.

Speaker speaker_0: Thank you for giving us a call. Have a fabulous rest of the day.

Speaker speaker_1: You too. Bye-bye.