

## **Transcript: Pamela**

**Blanc-4799228160983040-5106914199027712**

### **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? Oh, yes, my name is Antonio Thibodeaux. I was calling... I just received the I- I just received my insurance card from APL but it's only my dental. I have, um, vision too. Okay. So vision is through another pro- uh, provider. Yes. It will come, uh, from a different provider which will be MetLife. MetLife? Yes. Okay. Can I get... I have a appointment Friday. Do y'all have the num- the, the primary, the, the information? Um, if you give me the last 14 years of your social, I could pull up your file and- 6705. ... email you one. Yes. 6705. And what's the name of the staffing agency you work for? DTC in Angelyn, North Dakota. HTC? DTC. D as in Dave. Okay. DTC, let's focus. All right. All right. So Mr. Antonio. Yes. Can we verify your complete address and date of birth for security reasons, please? Um, my date of birth is 06-25-1990. The address is 214 4th Ave. And, uh, I need the, um, the city and I know you said- Oh, Angelyn. ... Angelyn, North Dakota. Yeah. Angelyn, North Dakota. And it's your ZIP code 58027? Yes. And then we have your phone number as 337-354-5232. Yes. And your email is your last name, your first name 690@gmail.com? Yes. All right. Let's see. Okay. I'm gonna email you, um, your ID card for your vision plan. Yes. Yes, ma'am. And, and I also gonna email you the, um, instructions on how to register for your prescription plan. Prescription and I got the medical coverage too, right? Uh, no. All right. That's f- I'll, I'll enroll on that if I need it. I just need dental and vision for now. Mm-hmm. No, you're not... You're not enrolled. No. And so the email will be coming in from info@benefitsinacard. Yes, ma'am. Check your spam and junk mail. It might go there. Okay. I'll be waiting for it. I'll be... I check the email sometimes. I'm at work right now. I'll check it though. No problem. We handle till eight o'clock Eastern Time just in case. Okay. And also, um, it will be two different emails. One with the ID card, one with the instruction for the free Rx plan. Um, if you need anything else? No, ma'am. All right. Thank you for giving us a call today. Have a great rest of the day. All right.

### **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: Oh, yes, my name is Antonio Thibodeaux. I was calling... I just received the I- I just received my insurance card from APL but it's only my dental. I have, um, vision too.

Speaker speaker\_1: Okay. So vision is through another pro- uh, provider.

Speaker speaker\_2: Yes.

Speaker speaker\_1: It will come, uh, from a different provider which will be MetLife.

Speaker speaker\_2: MetLife?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. Can I get... I have a appointment Friday. Do y'all have the num- the, the primary, the, the information?

Speaker speaker\_1: Um, if you give me the last 14 years of your social, I could pull up your file and-

Speaker speaker\_2: 6705.

Speaker speaker\_1: ... email you one.

Speaker speaker\_2: Yes. 6705.

Speaker speaker\_1: And what's the name of the staffing agency you work for?

Speaker speaker\_2: DTC in Angelyn, North Dakota.

Speaker speaker\_1: HTC?

Speaker speaker\_2: DTC. D as in Dave.

Speaker speaker\_1: Okay. DTC, let's focus. All right. All right. So Mr. Antonio.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Can we verify your complete address and date of birth for security reasons, please?

Speaker speaker\_2: Um, my date of birth is 06-25-1990. The address is 214 4th Ave.

Speaker speaker\_1: And, uh, I need the, um, the city and I know you said-

Speaker speaker\_2: Oh, Angelyn.

Speaker speaker\_1: ... Angelyn, North Dakota. Yeah.

Speaker speaker\_2: Angelyn, North Dakota.

Speaker speaker\_1: And it's your ZIP code 58027?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then we have your phone number as 337-354-5232.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And your email is your last name, your first name 690@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. Let's see. Okay. I'm gonna email you, um, your ID card for your vision plan.

Speaker speaker\_2: Yes. Yes, ma'am.

Speaker speaker\_1: And, and I also gonna email you the, um, instructions on how to register for your prescription plan.

Speaker speaker\_2: Prescription and I got the medical coverage too, right?

Speaker speaker\_1: Uh, no.

Speaker speaker\_2: All right. That's f- I'll, I'll enroll on that if I need it. I just need dental and vision for now.

Speaker speaker\_1: Mm-hmm. No, you're not... You're not enrolled. No. And so the email will be coming in from info@benefitsinacard.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Check your spam and junk mail. It might go there.

Speaker speaker\_2: Okay. I'll be waiting for it. I'll be... I check the email sometimes. I'm at work right now. I'll check it though.

Speaker speaker\_1: No problem. We handle till eight o'clock Eastern Time just in case.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And also, um, it will be two different emails. One with the ID card, one with the instruction for the free Rx plan. Um, if you need anything else?

Speaker speaker\_2: No, ma'am.

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

Speaker speaker\_2: All right.