

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, hi, Pam. How are you? Can you Yes. Um, my name is Kimberly Nelson and I'm reaching out because I would like to get my card, benefit card for medical, dental and vision card. Okay. And who do you work for? MAU. All right. May I have the last four digits of your Social Security so I can pull up your file? 4113. One second. 4116? 4113. And your first and last name? Kimberly Nelson. Ms. Nelson, for security reasons and just to make sure we are in the correct file, can you please provide your complete address and date of birth? The address, it should be 595 South Santee Road, McClellanville, South Carolina, 29458. Thank you for the information. Mm-hmm. We have a telephone number on file, 843-543-1804. Yes. That's what I'm calling you on now. And your email is your first name, last name @uh76@gmail.com? Correct. Right, yes. All right. Ms. Nelson, I'm gonna put you in a brief hold to see if the ID card's available to, um, to make since your benefits just became effective on Monday. Um, bear with me. Right. Okay. Oh, she plugging. Ms. Nelson? Yes. Thank you for holding. I proceeded to email you the ID card. Check your spam and junk mail if you haven't- Email? I thought they come out in physical mail. Well, they do but they take seven to 10 days to arrive. I just wanted to give it so you could use it while you wait for the physical one. And your benefits just became effective on Monday. Right. Okay. Well, is it possible for you to send me some physical cards to that address? It will... It... The, um, carrier will send it to you. All right. Thank you. It takes seven to 10 days.

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, hi, Pam. How are you?

Speaker speaker_1: Can you

Speaker speaker_3: Yes. Um, my name is Kimberly Nelson and I'm reaching out because I would like to get my card, benefit card for medical, dental and vision card.

Speaker speaker_1: Okay. And who do you work for?

Speaker speaker_3: MAU.

Speaker speaker_1: All right. May I have the last four digits of your Social Security so I can pull up your file?

Speaker speaker_3: 4113.

Speaker speaker_1: One second. 4116?

Speaker speaker_3: 4113.

Speaker speaker_1: And your first and last name?

Speaker speaker_3: Kimberly Nelson.

Speaker speaker_1: Ms. Nelson, for security reasons and just to make sure we are in the correct file, can you please provide your complete address and date of birth?

Speaker speaker_3: The address, it should be 595 South Santee Road, McClellanville, South Carolina, 29458.

Speaker speaker_1: Thank you for the information.

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: We have a telephone number on file, 843-543-1804.

Speaker speaker_3: Yes. That's what I'm calling you on now.

Speaker speaker_1: And your email is your first name, last name @uh76@gmail.com?

Speaker speaker_3: Correct. Right, yes.

Speaker speaker_1: All right. Ms. Nelson, I'm gonna put you in a brief hold to see if the ID card's available to, um, to make since your benefits just became effective on Monday. Um, bear with me.

Speaker speaker_3: Right. Okay.

Speaker speaker_5: Oh, she plugging.

Speaker speaker_3: Ms. Nelson? Yes.

Speaker speaker_1: Thank you for holding. I proceeded to email you the ID card. Check your spam and junk mail if you haven't-

Speaker speaker_3: Email? I thought they come out in physical mail.

Speaker speaker_1: Well, they do but they take seven to 10 days to arrive. I just wanted to give it so you could use it while you wait for the physical one. And your benefits just became effective on Monday.

Speaker speaker_3: Right. Okay. Well, is it possible for you to send me some physical cards to that address?

Speaker speaker_1: It will... It... The, um, carrier will send it to you.

Speaker speaker_3: All right. Thank you.

Speaker speaker_1: It takes seven to 10 days.