

Transcript: Pamela

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Full Transcript

... for Benefits in a Card. This is Pamela speaking. How may I help you? Hey, there. My name is Julius Manual and I work for Hamilton Reifer over in Tupelo, Mississippi. I'm trying to see that I, uh, uh, uh, uh, apply for the dental plan, dental coverage, I mean. Uh, may I have the last four digits of your Social so I can pull up your file? 2285. And what's the last name, you said, sir? Julius Manual. Thank you. Mr. Manual, for security reasons, just to make sure we are in the correct file, can we please verify the complete address and date of birth? Uh, 2390 ... Drive, Tupelo, Mississippi 38801. Birth, 6/25/1969. Thank you for the information. We have a telephone number on file to 825352, and your email is your first name, last name, five- five nine I think, no? Yes, yes. Okay. Um, yes. I see here that you are enrolled in the health benefit, I mean, in, um, dental as well medical- Yeah. I mean, I... Well, I... Do I need a card for that 'cause I haven't seen that yet. No. Okay. So let me put you in a brief hold so I could generate the information and email it to you. Okay. All right. Okay. Just bear with me. Mm-hmm. Mr. Manual. Yes. Thank you for holding. Yeah. I sending you the email for your ID card. It's coming in from info@benefitsinacard... Check your spam and junk mail, email account there. Okay. Okay. Um, is there anything else I could do for you? No, that's it. All right. That'll do. Thank you. All right. Thank you for giving us a call today. Have a wonderful rest of the day. You too.

Conversation Format

Speaker speaker_0: ... for Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hey, there. My name is Julius Manual and I work for Hamilton Reifer over in Tupelo, Mississippi. I'm trying to see that I, uh, uh, uh, uh, apply for the dental plan, dental coverage, I mean.

Speaker speaker_0: Uh, may I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: 2285.

Speaker speaker_0: And what's the last name, you said, sir?

Speaker speaker_1: Julius Manual.

Speaker speaker_0: Thank you. Mr. Manual, for security reasons, just to make sure we are in the correct file, can we please verify the complete address and date of birth?

Speaker speaker_1: Uh, 2390 ... Drive, Tupelo, Mississippi 38801. Birth, 6/25/1969.

Speaker speaker_0: Thank you for the information. We have a telephone number on file to 825352, and your email is your first name, last name, five- five nine I think, no?

Speaker speaker_1: Yes, yes.

Speaker speaker_0: Okay. Um, yes. I see here that you are enrolled in the health benefit, I mean, in, um, dental as well medical-

Speaker speaker_1: Yeah. I mean, I... Well, I... Do I need a card for that 'cause I haven't seen that yet.

Speaker speaker_0: No. Okay. So let me put you in a brief hold so I could generate the information and email it to you.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Okay. Just bear with me.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Mr. Manual.

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you for holding.

Speaker speaker_1: Yeah.

Speaker speaker_0: I sending you the email for your ID card. It's coming in from info@benefitsinacard... Check your spam and junk mail, email account there.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Um, is there anything else I could do for you?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right.

Speaker speaker_1: That'll do. Thank you.

Speaker speaker_0: All right. Thank you for giving us a call today. Have a wonderful rest of the day.

Speaker speaker_1: You too.