Transcript: Pamela Blanc-4939130540081152-4914102087925760

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, ma'am. I was calling to check on my benefits to get, um, more, like, my virtual card or whatever you guys sent in the email for that. Sure. And who do you work for, sir? Serge Stepping. Serge? Okay. May I have the last four digits of the Social? 0541. Uh... First and last name? Justice Barfield. Mr. Barfield, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 52203 Sir Charles Court in Brandon, and 12-31-94 is my date of birth. Thank you for the information. We have it, uh... What's the ZIP code in your area? I'm sorry. 39042. Thank you. We have a telephone number on file 469-435-7048, and your email is your first and last name at gmail.com. Yes, ma'am. All right. All right. So let me check, 'cause your benefits just became effective today. Um, let me see if they are generated in our system. Just bear with me, all right? Okay. Mr. Barfield? Yes, ma'am. Okay. The ID card are not generated yet in the system. Um, I will say most like it usually s- takes 72 hours for them to be available to us. And if you want to give us a call tomorrow to see if at least we have the policy number available, and we could provide you that? Okay. You said call tomorrow for the policy number? Well, if the ID cards- Okay. ... are available, we'll go ahead and email it to you. But it most likely we will have the policy number at least for you. Okay, okay. Yes, ma'am. All right. Appreciate it. Thank you. Anything else I can do for you, sir? No, ma'am. No, ma'am. Thank you. All right. Thank you for giving us a call. Have a great rest of the day, sir. Yes, ma'am.

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, ma'am. I was calling to check on my benefits to get, um, more, like, my virtual card or whatever you guys sent in the email for that.

Speaker speaker_1: Sure. And who do you work for, sir?

Speaker speaker_2: Serge Stepping.

Speaker speaker_1: Serge? Okay. May I have the last four digits of the Social?

Speaker speaker_2: 0541.

Speaker speaker_1: Uh... First and last name?

Speaker speaker_2: Justice Barfield.

Speaker speaker_1: Mr. Barfield, 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_2: 52203 Sir Charles Court in Brandon, and 12-31-94 is my date of birth.

Speaker speaker_1: Thank you for the information. We have it, uh... What's the ZIP code in your area? I'm sorry.

Speaker speaker_2: 39042.

Speaker speaker_1: Thank you. We have a telephone number on file 469-435-7048, and your email is your first and last name at gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. All right. So let me check, 'cause your benefits just became effective today. Um, let me see if they are generated in our system. Just bear with me, all right?

Speaker speaker_2: Okay.

Speaker speaker_1: Mr. Barfield?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. The ID card are not generated yet in the system. Um, I will say most like it usually s- takes 72 hours for them to be available to us. And if you want to give us a call tomorrow to see if at least we have the policy number available, and we could provide you that?

Speaker speaker_2: Okay. You said call tomorrow for the policy number?

Speaker speaker_1: Well, if the ID cards-

Speaker speaker_2: Okay.

Speaker speaker_1: ... are available, we'll go ahead and email it to you. But it most likely we will have the policy number at least for you.

Speaker speaker_2: Okay, okay. Yes, ma'am.

Speaker speaker_1: All right.

Speaker speaker_2: Appreciate it. Thank you.

Speaker speaker_1: Anything else I can do for you, sir?

Speaker speaker_2: No, ma'am. No, ma'am. Thank you.

Speaker speaker_1: All right. Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker_2: Yes, ma'am.