

## **Transcript: Pamela**

**Blanc-4975771944435712-5061250006073344**

### **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, I'm employed by Mega Force in Long Bird, North Carolina, and, uh, I have a dental insurance through them, and I forgot all about it, that I had it been taken out, and now I went to go look for my paperwork and I can't find it nowhere. And they gave me this number to call y'all and said that y'all would be able to help. Perf-... Yes, sir. Um, may I have the last four digits of the Social so I can pull up your file? Okay. It's 2653. And you said Mega Force, right? Mega Force. Yes, ma'am. Thank you. And your first and last name, sir? Tommy Locklear. First name Tommy, last name Locklear. Thank you for the information, Mr. Locklear. For security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Address is 8823 Johns Mill Road, Maxton, North Carolina, zip code 28364, and my date of birth is 08/26/1982. Thank you for the information. We have a telephone number on file, 910-536-0570, and your email is your first name underscore last name 82 at Yahoo.com? Yep. All right. So what I could do, sir, I could go ahead and email you ID card. I appreciate that. Um, just bear with me- And can you hear me? Oh, I'm sorry. Go ahead, sir. I'm listening. Well, I was actually gonna ask you if you could... 'cause I'm trying to... well, if I can knock, you know, two, uh, birds, one stone. I'm trying to set up an appointment to have my teeth cleaned, and, um, do y'all have any doctors in the list that you can send me that I can call or dentists in- Unfortunately, we don't have that information, but, um, the email that I will be sending you is a phone number that you could call and you will be able to find which providers are in your area. Okay. Thank you. Sure. Um, let me put you in hold while I pull up the information, sir. Okay. Thank you. Yeah. Thank you. Sir? Yes. Thank you for holding. I went ahead and emailed you the ID card. Check your spam and junk mail. It might go there. Okay. It's coming from info@benefitsinacard. Okay. All right. Is there anything else I could do for you? No, that's fine. Uh, thank you so much. All right. Thank you for giving us a call today. Have a great rest of the day, sir. All right. Bye.

### **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, I'm employed by Mega Force in Long Bird, North Carolina, and, uh, I have a dental insurance through them, and I forgot all about it, that I had it been taken out,

and now I went to go look for my paperwork and I can't find it nowhere. And they gave me this number to call y'all and said that y'all would be able to help.

Speaker speaker\_1: Perf-... Yes, sir. Um, may I have the last four digits of the Social so I can pull up your file?

Speaker speaker\_2: Okay. It's 2653.

Speaker speaker\_1: And you said Mega Force, right?

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

Speaker speaker\_1: Thank you. And your first and last name, sir?

Speaker speaker\_2: Tommy Locklear. First name Tommy, last name Locklear.

Speaker speaker\_1: Thank you for the information, Mr. Locklear. For security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_2: Address is 8823 Johns Mill Road, Maxton, North Carolina, zip code 28364, and my date of birth is 08/26/1982.

Speaker speaker\_1: Thank you for the information. We have a telephone number on file, 910-536-0570, and your email is your first name underscore last name 82 at Yahoo.com?

Speaker speaker\_2: Yep.

Speaker speaker\_1: All right. So what I could do, sir, I could go ahead and email you ID card.

Speaker speaker\_2: I appreciate that.

Speaker speaker\_1: Um, just bear with me-

Speaker speaker\_2: And can you hear me? Oh, I'm sorry.

Speaker speaker\_1: Go ahead, sir. I'm listening.

Speaker speaker\_2: Well, I was actually gonna ask you if you could... 'cause I'm trying to... well, if I can knock, you know, two, uh, birds, one stone. I'm trying to set up an appointment to have my teeth cleaned, and, um, do y'all have any doctors in the list that you can send me that I can call or dentists in-

Speaker speaker\_1: Unfortunately, we don't have that information, but, um, the email that I will be sending you is a phone number that you could call and you will be able to find which providers are in your area.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Sure. Um, let me put you in hold while I pull up the information, sir.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Yeah. Thank you. Sir?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you for holding. I went ahead and emailed you the ID card. Check your spam and junk mail. It might go there.

Speaker speaker\_2: Okay.

Speaker speaker\_1: It's coming from info@benefitsinacard.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Is there anything else I could do for you?

Speaker speaker\_2: No, that's fine. Uh, thank you so much.

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

Speaker speaker\_2: All right. Bye.