

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 Car. This is Pamela speaking. How may I help you? Uh, yes, ma'am. I need to see if my insurance is active yet for my work. Can you repeat that for me please? Yes. I'm trying to find out if my insurance is active yet. Okay. And, um, who you work for? Integrity. I work at Emota in Charlesworth. Okay. Okay. May I have the last four digits of your Social so I can pull up your file? Yes. It's 1538. Your first and last name, sir. Tommy Acres. Mr. Acres, for security reasons- Yeah. ... just to make sure we are in the correct file, we need to verify your complete address and date of birth. Yes. The address is 917 West North Road, Lot 22, Austin, Indiana, 47102. And date of birth is 10/3/76. Thank you for the information. We have a phone number of 528-0192 and your email is your first name your last name 69 at gmail.com. Yes, ma'am. All right. Yes, your benefits just became effective on Monday. Okay. Um, I could email you a temporary ID card while you wait for the physical one to arrive. And also- Okay. ... I will send you the email with the instruction on how to register online for your prescription plan. All right. Thank you. Just bear with me while I pull up the information, sir. Yes. That's an injury. You're a bad guy too. Here I come. Here comes the police. Man, if I was you, I wouldn't mess with him. Hey. Hey. Mr. Acres? Yes. Thank you for holding. I'll proceed to email you the ID card. It's coming in from Info, uh, Benefits in a Car. Check your spam and junk mail. It might go there. Okay. All right. I just got it. All right. Uh, also I emailed..... prescription Med. Okay, yes. I got that too. All right. Thank you. Have a great rest of the day, sir. Thank you. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_1: Uh, yes, ma'am. I need to see if my insurance is active yet for my work.

Speaker speaker_2: Can you repeat that for me please?

Speaker speaker_1: Yes. I'm trying to find out if my insurance is active yet.

Speaker speaker_2: Okay. And, um, who you work for?

Speaker speaker_1: Integrity. I work at Emota in Charlesworth.

Speaker speaker_2: Okay. Okay. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: Yes. It's 1538.

Speaker speaker_2: Your first and last name, sir.

Speaker speaker_1: Tommy Acres.

Speaker speaker_2: Mr. Acres, for security reasons-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_1: Yes. The address is 917 West North Road, Lot 22, Austin, Indiana, 47102. And date of birth is 10/3/76.

Speaker speaker_2: Thank you for the information. We have a phone number of 528-0192 and your email is your first name your last name 69 at gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: All right. Yes, your benefits just became effective on Monday.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, I could email you a temporary ID card while you wait for the physical one to arrive. And also-

Speaker speaker_1: Okay.

Speaker speaker_2: ... I will send you the email with the instruction on how to register online for your prescription plan.

Speaker speaker_1: All right. Thank you.

Speaker speaker_2: Just bear with me while I pull up the information, sir.

Speaker speaker_1: Yes.

Speaker speaker_3: That's an injury. You're a bad guy too. Here I come.

Speaker speaker_4: Here comes the police.

Speaker speaker_5: Man, if I was you, I wouldn't mess with him.

Speaker speaker_6: Hey. Hey.

Speaker speaker_2: Mr. Acres?

Speaker speaker_1: Yes.

Speaker speaker_2: Thank you for holding. I'll proceed to email you the ID card. It's coming in from Info, uh, Benefits in a Car. Check your spam and junk mail. It might go there.

Speaker speaker_1: Okay. All right. I just got it.

Speaker speaker_2: All right. Uh, also I emailed..... prescription Med.

Speaker speaker_1: Okay, yes. I got that too.

Speaker speaker_2: All right. Thank you. Have a great rest of the day, sir.

Speaker speaker_1: Thank you. You too. Bye-bye.