

Transcript: Pamela

Blanc-5196852459388928-5068976762306560

Full Transcript

Thank you for calling Benefits in a Card. This is Thelma speaking, how may I help you? Hi, my name is Daisy Gilbert and I'm a new member. Um, I haven't received my cards in the mail, so I was wondering if you were able to give me my information? And who do you work for, ma'am? Um, TRC Staffing. Can I have the last four digits of your Social? 9023. Your first and last name? Again. Daisy Gilbert. All right, Ms. Gilbert, 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? Yes. 3720 Steve Reynolds Boulevard, Duluth, Georgia 30096. And my date of birth is 7/25/'80. Thank you for the information. Um, Ms. Gilbert, we have a telephone number on file 404-664-9121. And you will email us your first name, last name @gmail.com. 1017@gmail.com. Okay. All right. So your benefits just became effective on Monday. I'm going to put you in a brief hold to see if the information is generated in our system. Just bear with me. Okay. Thank you. Ms. Gilbert? Yes. Thank you for holding. I sent you a copy of your ID card to your email. Oh, thank you. It's coming through people of Benefits in a Card. Okay. Check your spam and junk mail. It might go there. And is that going to be for my vision, dental and medical? Yes, ma'am. Okay, thank you so much. Oh, thank you for giving us a call. Have a great rest of the day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Thelma speaking, how may I help you?

Speaker speaker_1: Hi, my name is Daisy Gilbert and I'm a new member. Um, I haven't received my cards in the mail, so I was wondering if you were able to give me my information?

Speaker speaker_0: And who do you work for, ma'am?

Speaker speaker_1: Um, TRC Staffing.

Speaker speaker_0: Can I have the last four digits of your Social?

Speaker speaker_1: 9023.

Speaker speaker_0: Your first and last name? Again.

Speaker speaker_1: Daisy Gilbert.

Speaker speaker_0: All right, Ms. Gilbert, 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_1: Yes. 3720 Steve Reynolds Boulevard, Duluth, Georgia 30096. And my date of birth is 7/25/'80.

Speaker speaker_0: Thank you for the information. Um, Ms. Gilbert, we have a telephone number on file 404-664-9121. And you will email us your first name, last name @gmail.com.

Speaker speaker_1: 1017@gmail.com.

Speaker speaker_0: Okay. All right. So your benefits just became effective on Monday. I'm going to put you in a brief hold to see if the information is generated in our system. Just bear with me.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Ms. Gilbert?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you for holding. I sent you a copy of your ID card to your email.

Speaker speaker_1: Oh, thank you.

Speaker speaker_0: It's coming through people of Benefits in a Card.

Speaker speaker_1: Okay.

Speaker speaker_0: Check your spam and junk mail. It might go there.

Speaker speaker_1: And is that going to be for my vision, dental and medical?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, thank you so much.

Speaker speaker_0: Oh, thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too. Bye-bye.