

## Transcript: Pamela

**Blanc-5285355662655488-6180128648904704**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... f█████speaking. How may I help you? Sorry, it's being a little low on your end. Excuse me? Yeah, though it sounds much better. I was saying that it was kind of low on your end. That's why I was saying it slower. Oh, okay. All right. How may I help you, ma'am? Yes, um, I'm calling from, um, from CareBuilders enrollment form of insurance. I had never received anything in the mail, not even a card. I don't even know what health insurance it is that I'm covered under. Okay. Um, may I have the last four digits of your Social so I can pull up your account? 8351. Your first and last name? Meth, M as in mom, E as east, A as apple, P as tall, H as house. Thank you. And then the first name is M as in mom, A as apple, Y as in yes, B as in boy, E as elephant, L as lion, L as laugh, I as ice cream, N as next, D as in eat. All right, thank you for the information. Um, okay, so I found your file, Miss Maybelline. Yeah. Can we verify your complete address and date of birth for security reasons and to make sure we are in the correct file? Sorry, it's going in and out. You're, on your line, you're going in and out. Can you please verify your complete address and date of birth? Yes. 2012 E 8th. E as eighth. E as in echo, S as stock, T as tall. Cumberland, C as cat with an umbrella. M as in mom, B as in boy, E as elephant, R as run, L as laugh, A as apple, N as next, D as in dog. Street, apartment three. Apartment three? Uh-huh. And then Philadelphia, A19125. Thank you. So we didn't have the apartment number on your address. And what was the date of birth, ma'am? July 5, 1986. All right, thank you for the information. We have a phone number on file, 267-909-3312. Correct. You email at, um, mietmeachach- Mm-hmm. ...@Gmail.com. Um, I'm gonna spell it over again. Okay, it's M as in mom, I as in ice cream, E as elephant, T as in tall, M as in mom, E as east, A as apple, T as in tall, H as house, and the number 19, 19@Gmail.com. I didn't have that one either. All right. And there's another one. That's another one I have, another email that you can contact me also. I actually put Maybelline@gmail, but I just wanted to make sure CareBuilder still has my ID too once. Another option though is Maybelline is M as in mom, A as in apple, Y as in yes, B as in boy, E as elephant, L as laugh, L as like, I as in ice cream, N as in nose, E as elephant. Then it's M as in mom, E as east, A as apple, T as tall, H as house, @Gmail.com. Very nice. So any email f█████. So, I see that your benefits just became effective last week. You should- Let me say that again. It's hard to hear when you're, you're going in and out on your part. Sorry. I just don't know the benefits are from you. Your benefits became effective last week, um, Monday. It usually takes seven to ten business days for the ID cards to arrive. Um, you should be receiving it sometime this week or next week, but I could put you on hold and see if they are available to me in the system. If they are, I could email it out to you while you wait for your physical card. Yes, um, so do you have my, um... Sorry, just to verify it, I can be contacted at maybelline.meeth@gmail.com or the other one's mietmeath19@gmail or you can text

267-909-3312. Right. Just bear with me. Let me check if they are available, ma'am. Hello? Hello, I'm still here. All right, thank you for holding. I, I do not have it available yet, but, um, I will suggest that if you look for VAS tomorrow, we should have them available in the system and be able to mail it out to you. Um, not mail it out, email it. Now, the physical card, you should be receiving it sometime as well this week or next week. Um- So just to verify, backtrack, what you're trying to say to me is that you're put- you're putting, you're entering that information, reenter the information and then tomorrow call back to see the verification being updated? No, no. The ID card, we usually have it available- No, I'm not talking about email. Email and IDs are two different things. I'm not talking about that. I'm talking about how you say you're processing, and you say you're processing it today and tomorrow you might get, receive an email. I'm talking about the email, I'm taking care of the email first, so I will, should get a, uh, notification tomorrow by email you're saying? No, ma'am. I said the ID card... Okay, you, we already went, we got the email. You'll get your ID physical card to your mailing address most likely- Okay. ... this week or next week. Okay. Now, I'm trying to see if I'm able to email you digital cards while you wait for your physical, but they're not available to me today. So I'm, what I'm saying if you want to give me- Yes. ... a try tomorrow, you could- Yes, that's basically what... additional you will give, give it to me by tomorrow, and then the mail should be coming in some, in a week or two. Correct? Yes, ma'am. Yes, ma'am. Okay. Right. Is there anything else I could do for you? No, I'm fine. Um, again, um, I'll call back tomorrow and check and see if I got, I received an email either, either which email. Okay, no problem. Thank you. Okay, thanks. Bye-bye. Bye-bye, have a good afternoon. You too, 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 ... f██████speaking. How may I help you?

Speaker speaker\_2: Sorry, it's being a little low on your end.

Speaker speaker\_1: Excuse me?

Speaker speaker\_2: Yeah, though it sounds much better. I was saying that it was kind of low on your end. That's why I was saying it slower.

Speaker speaker\_1: Oh, okay. All right. How may I help you, ma'am?

Speaker speaker\_2: Yes, um, I'm calling from, um, from CareBuilders enrollment form of insurance. I had never received anything in the mail, not even a card. I don't even know what health insurance it is that I'm covered under.

Speaker speaker\_1: Okay. Um, may I have the last four digits of your Social so I can pull up your account?

Speaker speaker\_2: 8351.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Meth, M as in mom, E as east, A as apple, P as tall, H as house.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: And then the first name is M as in mom, A as apple, Y as in yes, B as in boy, E as elephant, L as lion, L as laugh, I as ice cream, N as next, D as in eat.

Speaker speaker\_1: All right, thank you for the information. Um, okay, so I found your file, Miss Maybelline. Yeah. Can we verify your complete address and date of birth for security reasons and to make sure we are in the correct file?

Speaker speaker\_2: Sorry, it's going in and out. You're, on your line, you're going in and out.

Speaker speaker\_1: Can you please verify your complete address and date of birth?

Speaker speaker\_2: Yes. 2012 E 8th. E as eighth. E as in echo, S as stock, T as tall. Cumberland, C as cat with an umbrella. M as in mom, B as in boy, E as elephant, R as run, L as laugh, A as apple, N as next, D as in dog. Street, apartment three.

Speaker speaker\_1: Apartment three?

Speaker speaker\_2: Uh-huh. And then Philadelphia, A19125.

Speaker speaker\_1: Thank you. So we didn't have the apartment number on your address. And what was the date of birth, ma'am?

Speaker speaker\_2: July 5, 1986.

Speaker speaker\_1: All right, thank you for the information. We have a phone number on file, 267-909-3312.

Speaker speaker\_2: Correct.

Speaker speaker\_1: You email at, um, mietmeachach-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ...@Gmail.com.

Speaker speaker\_2: Um, I'm gonna spell it over again. Okay, it's M as in mom, I as in ice cream, E as elephant, T as in tall, M as in mom, E as east, A as apple, T as in tall, H as house, and the number 19, 19@Gmail.com.

Speaker speaker\_1: I didn't have that one either. All right.

Speaker speaker\_2: And there's another one. That's another one I have, another email that you can contact me also. I actually put Maybelline@gmail, but I just wanted to make sure CareBuilder still has my ID too once. Another option though is Maybelline is M as in mom, A as in apple, Y as in yes, B as in boy, E as elephant, L as laugh, L as like, I as in ice cream, N as in nose, E as elephant. Then it's M as in mom, E as east, A as apple, T as tall, H as house, @Gmail.com.

Speaker speaker\_1: Very nice.

Speaker speaker\_2: So any email f■■■■■.

Speaker speaker\_1: So, I see that your benefits just became effective last week. You should-

Speaker speaker\_2: Let me say that again. It's hard to hear when you're, you're going in and out on your part. Sorry. I just don't know the benefits are from you.

Speaker speaker\_1: Your benefits became effective last week, um, Monday. It usually takes seven to ten business days for the ID cards to arrive. Um, you should be receiving it sometime this week or next week, but I could put you on hold and see if they are available to me in the system. If they are, I could email it out to you while you wait for your physical card.

Speaker speaker\_2: Yes, um, so do you have my, um... Sorry, just to verify it, I can be contacted at maybelline.meeth@gmail.com or the other one's mietmeath19@gmail or you can text 267-909-3312.

Speaker speaker\_1: Right. Just bear with me. Let me check if they are available, ma'am. Hello?

Speaker speaker\_2: Hello, I'm still here.

Speaker speaker\_1: All right, thank you for holding. I, I do not have it available yet, but, um, I will suggest that if you look for VAS tomorrow, we should have them available in the system and be able to mail it out to you. Um, not mail it out, email it. Now, the physical card, you should be receiving it sometime as well this week or next week. Um-

Speaker speaker\_2: So just to verify, backtrack, what you're trying to say to me is that you're put- you're putting, you're entering that information, reenter the information and then tomorrow call back to see the verification being updated?

Speaker speaker\_1: No, no. The ID card, we usually have it available-

Speaker speaker\_2: No, I'm not talking about email. Email and IDs are two different things. I'm not talking about that. I'm talking about how you say you're processing, and you say you're processing it today and tomorrow you might get, receive an email. I'm talking about the email, I'm taking care of the email first, so I will, should get a, uh, notification tomorrow by email you're saying?

Speaker speaker\_1: No, ma'am. I said the ID card... Okay, you, we already went, we got the email. You'll get your ID physical card to your mailing address most likely-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... this week or next week.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Now, I'm trying to see if I'm able to email you digital cards while you wait for your physical, but they're not available to me today. So I'm, what I'm saying if you want to give me-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... a try tomorrow, you could-

Speaker speaker\_2: Yes, that's basically what... additional you will give, give it to me by tomorrow, and then the mail should be coming in some, in a week or two. Correct?

Speaker speaker\_1: Yes, ma'am. Yes, ma'am.

Speaker speaker\_2: Okay.

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

Speaker speaker\_2: No, I'm fine. Um, again, um, I'll call back tomorrow and check and see if I got, I received an email either, either which email.

Speaker speaker\_1: Okay, no problem. Thank you.

Speaker speaker\_2: Okay, thanks.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_2: Bye-bye, have a good afternoon.

Speaker speaker\_1: You too, ma'am.