

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hi. So I'm trying to make a doctor's appointment online, but for some reason it's saying I can't make an appointment in the past, but I'm literally setting it for next week. That's all. I don't understand what's going on. And this is for your virtual care? No, I'm trying to make an actual appointment. But this is like for virtual care or your primary care? Like if this is for, uh... Let me, let me check what plan you have. Give me one second. Uh, uh, uh, what's the name of the staffing agency you work for? Uh, ISS. ISS. And the last four digits of your social? Uh, 9380. Yeah. Your first and last name, sir? Huh? Your first and last name. Lionel Armendariz. Mr. Armendariz, for security reasons and just to make sure we are in the correct file, I need to verify your complete and correct date of birth. It's May 13th, 2000. And the mailing address, sir? 90, uh, 394 Baden Avenue. Okay. I'm sorry to, um... But I need the, the city, state, and ZIP code just to make sure I have it correct on my end. Illinois 62275. Thank you for the information, sir. We have a phone number on file, 618-365-8625. And your email is leoarmendariz2022@... Yeah. ... Gmail, okay. Let me check why, what's happening that you're not able to make, um, the virtual appointment, so bear with me. Let me put you in a brief hold, sir. All right. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. So I'm trying to make a doctor's appointment online, but for some reason it's saying I can't make an appointment in the past, but I'm literally setting it for next week. That's all. I don't understand what's going on.

Speaker speaker_0: And this is for your virtual care?

Speaker speaker_1: No, I'm trying to make an actual appointment.

Speaker speaker_0: But this is like for virtual care or your primary care? Like if this is for, uh... Let me, let me check what plan you have. Give me one second. Uh, uh, uh, what's the name of the staffing agency you work for?

Speaker speaker_1: Uh, ISS.

Speaker speaker_0: ISS. And the last four digits of your social?

Speaker speaker_1: Uh, 9380.

Speaker speaker_0: Yeah. Your first and last name, sir?

Speaker speaker_1: Huh?

Speaker speaker_0: Your first and last name.

Speaker speaker_1: Lionel Armendariz.

Speaker speaker_0: Mr. Armendariz, for security reasons and just to make sure we are in the correct file, I need to verify your complete and correct date of birth.

Speaker speaker_1: It's May 13th, 2000.

Speaker speaker_0: And the mailing address, sir?

Speaker speaker_1: 90, uh, 394 Baden Avenue.

Speaker speaker_0: Okay. I'm sorry to, um... But I need the, the city, state, and ZIP code just to make sure I have it correct on my end.

Speaker speaker_1: Illinois 62275.

Speaker speaker_0: Thank you for the information, sir. We have a phone number on file, 618-365-8625. And your email is leoarmendariz2022@...

Speaker speaker_1: Yeah.

Speaker speaker_0: ... Gmail, okay. Let me check why, what's happening that you're not able to make, um, the virtual appointment, so bear with me. Let me put you in a brief hold, sir.

Speaker speaker_1: All right. Thank you.