

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... experience the confident- This is 24/7 Benefits Center Card. This is Pamela speaking. How may I help you? Yeah, I talked to one of your representatives a week or two ago in regards to getting dental and vision, vision insurance. I received my vision card but I haven't received my dental information. Okay. May I have the last four digits of the Social and the staffing agency you work for? The Resource. And what else do you need, the company? The last four digits of the Social. 2440. And your first and last name? Reginald, R-E-G-I-N-A-L-D. Hargrove, H-A-R-G-R-O-V-E. Thank you for the information. Mr. Hargrove, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth. 3662, 406 Apartment D, Montrose Drive, Greensboro, North Carolina, 27407. Thank you for the information. We have a phone number on file, 336-358641 and your email is your first name.your hard- your last name 362@gmail.com. Right. All right. Okay. So what I could do, I could email you the, the ID card now and then request a new physical card to be sent out to you. Do you know why I haven't received that? Why would I get one and not the other? I have no idea 'cause we are not the ones that send that out. It's the actual carrier. So I wouldn't be able to- You know, that bothers me. That really bothers me 'cause I have a dentist's appointment on Monday so I need information to give to them. So you can send me that. But I will- All you're gonna do is send that by email or text? Email. Email me that and if I get to that dentist appointment and, um, I have problems then I can call this number, correct? Yes. We could let them know that your benefits are active but they shouldn't have any problem because all the information that you need is there, is gonna be there. All right. Well, email me that information 'cause like I said, I went through this early so I can get the card in the mail and to get one and not the other is a little ridiculous in my opinion. I completely understand, sir. Well, all righty. Let's see how this works because I'm really tired of using my phone as ID. That, that gets old with me real quick. So send that out and I appreciate it. Have a good holiday and, um, I'll look for your email and hopefully it comes through. Check your spam and junk mail. It might go there and it's coming in from info@benefitscentercard. So what are you saying? To check your spam and junk mail. It might go there and it's coming in from info@benefitscentercard. Well, I'm not gonna check my junk mail. It should come directly to my email. I delete all things I don't need. I'm just letting you know, sir, that it might go there. I, I, see I'm not that savvy with the phone and whatnot and you're telling me to go to the junk folder? Where, how do I get there? I don't even... I never check my junk mail. Is there anything else I can do for you, sir? You can't... If you email it to the right email address, it should get to my phone without going through some junk mail. So it doesn't matter. Uh, you know, like we put the email address on the email and it's not up to us. I'm just letting you know that it might go there. Um, that's all I could do. All right. Don't worry about it because come Monday when

I'm at the doctor's office, I'll get there early and I'll make sure that you... if I don't get the email then it got gotten. All right? All right. No problem, sir. Thank you. Have a great rest of the day. I hope so.

Conversation Format

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

Speaker speaker_1: ... experience the confident-

Speaker speaker_2: This is 24/7 Benefits Center Card. This is Pamela speaking. How may I help you?

Speaker speaker_3: Yeah, I talked to one of your representatives a week or two ago in regards to getting dental and vision, vision insurance. I received my vision card but I haven't received my dental information.

Speaker speaker_2: Okay. May I have the last four digits of the Social and the staffing agency you work for?

Speaker speaker_3: The Resource. And what else do you need, the company?

Speaker speaker_2: The last four digits of the Social.

Speaker speaker_3: 2440.

Speaker speaker_2: And your first and last name?

Speaker speaker_3: Reginald, R-E-G-I-N-A-L-D. Hargrove, H-A-R-G-R-O-V-E.

Speaker speaker_2: Thank you for the information. Mr. Hargrove, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_3: 3662, 406 Apartment D, Montrose Drive, Greensboro, North Carolina, 27407.

Speaker speaker_2: Thank you for the information. We have a phone number on file, 336-358641 and your email is your first name.your hard- your last name 362@gmail.com.

Speaker speaker_3: Right.

Speaker speaker_2: All right. Okay. So what I could do, I could email you the, the ID card now and then request a new physical card to be sent out to you.

Speaker speaker_3: Do you know why I haven't received that? Why would I get one and not the other?

Speaker speaker_2: I have no idea 'cause we are not the ones that send that out. It's the actual carrier. So I wouldn't be able to-

Speaker speaker_3: You know, that bothers me. That really bothers me 'cause I have a dentist's appointment on Monday so I need information to give to them. So you can send me that.

Speaker speaker_2: But I will-

Speaker speaker_3: All you're gonna do is send that by email or text?

Speaker speaker_2: Email.

Speaker speaker_3: Email me that and if I get to that dentist appointment and, um, I have problems then I can call this number, correct?

Speaker speaker_2: Yes. We could let them know that your benefits are active but they shouldn't have any problem because all the information that you need is there, is gonna be there.

Speaker speaker_3: All right. Well, email me that information 'cause like I said, I went through this early so I can get the card in the mail and to get one and not the other is a little ridiculous in my opinion.

Speaker speaker_2: I completely understand, sir.

Speaker speaker_3: Well, all righty. Let's see how this works because I'm really tired of using my phone as ID. That, that gets old with me real quick. So send that out and I appreciate it. Have a good holiday and, um, I'll look for your email and hopefully it comes through.

Speaker speaker_2: Check your spam and junk mail. It might go there and it's coming in from info@benefitscentercard.

Speaker speaker_3: So what are you saying?

Speaker speaker_2: To check your spam and junk mail. It might go there and it's coming in from info@benefitscentercard.

Speaker speaker_3: Well, I'm not gonna check my junk mail. It should come directly to my email. I delete all things I don't need.

Speaker speaker_2: I'm just letting you know, sir, that it might go there.

Speaker speaker_3: I, I, see I'm not that savvy with the phone and whatnot and you're telling me to go to the junk folder? Where, how do I get there? I don't even... I never check my junk mail.

Speaker speaker_2: Is there anything else I can do for you, sir?

Speaker speaker_3: You can't... If you email it to the right email address, it should get to my phone without going through some junk mail.

Speaker speaker_2: So it doesn't matter. Uh, you know, like we put the email address on the email and it's not up to us. I'm just letting you know that it might go there. Um, that's all I could do.

Speaker speaker_3: All right. Don't worry about it because come Monday when I'm at the doctor's office, I'll get there early and I'll make sure that you... if I don't get the email then it got gotten. All right?

Speaker speaker_2: All right. No problem, sir. Thank you. Have a great rest of the day.

Speaker speaker_3: I hope so.