

## **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 Card. This is Pamela speaking. How may I help you? Um, yes, my name is Sydney Lynch. I am calling regarding my benefits. Um, I been working since June of this year, and I haven't received a card, but I've been getting charged for my benefit. And nobody has sent a card or anything regarding my benefits, and why? Who do you work for, ma'am? Mega Force. May I have the last four digits of your Social? 4766. Your first and last name? Sydney Lynch. Miss Lynch, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth. 913 Lynn Drive, Kingston, North Carolina 28504. Um, my date of birth, I think that's what you said, is 10/26/92. Mm-hmm. Thank you for the information. We have a telephone number on file, 252-686-4096. And your email is your first name, last name@jungle.com. Correct. So you say you haven't received your ID card, but then to order- No, ma'am. And, and I've been gettin' charged for six months now, and nobody has sent me nothing. Now I'm thinking like, well, maybe it didn't go through. But until I was told that I, um- There's an \$8 bill somethin' been comin' out of my check every month. Okay. So is this address that you have, it has an apartment number? No, it's a house. Bear with me. Let me check on the information, and, um, I will send you temporary ID card to your email. Bear with me. Ma'am? Yes. Ma'am? Yes. Thank you for holding. I'll proceed to email you your ID card to your email. I will request new physical card to be emailed, uh, mailed out to you. But can you tell me, like, the name of, um, like. Well, I guess I can see off the... Hold on. This is the Benefits of our drive. Benefits, VISION. MetLife. Okay. So you got MetLife for one. And you got APL for the other one. There you go, right there. And you know what? It's so crazy, because I did receive that APL one. Mm-hmm. And I took it to my job, and I asked the supervisor, uh, for Mega Force, "Was this correct one?" And she, she called, she emailed somebody, and they told her no. But you just sent me the same thing that I already had. So that's why I threw it away. But I never received the MetLife one. I received a APL one. And I took... Like I said, I took it to my job, and I asked them, "Was this for, like, the dental?" And they told me no. So that's why I threw it away. Oh, wow. Right. I swear to God. Yeah. It's crazy. Like, I did had, I had that card, but like I said, like, like I said, I took it to the job. And I kept it on me for a whole week straight, and she was like, "Well, I'mma email, I'mma keep it, and I'mma email," whoever she emailed, they told her that was not right one. But you just needed the same thing I already had. Uh-huh. That's crazy. I coulda been had my dentist appointment set in. All right. I'm so sorry for the inconvenience. It's okay, but thank you. So you could, you could print those if you want to. Mm-hmm. That's the same thing you're gonna receive it on, pretty much. Okay. Thank you. Okay. Okay, yeah. The physical card will do, take 7 to 10 days to arrive, all right? Okay. All right. Thank you for giving us a call today. Have a great rest of the day. You too.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Um, yes, my name is Sydney Lynch. I am calling regarding my benefits. Um, I been working since June of this year, and I haven't received a card, but I've been getting charged for my benefit. And nobody has sent a card or anything regarding my benefits, and why?

Speaker speaker\_1: Who do you work for, ma'am?

Speaker speaker\_2: Mega Force.

Speaker speaker\_1: May I have the last four digits of your Social?

Speaker speaker\_2: 4766.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Sydney Lynch.

Speaker speaker\_1: Miss Lynch, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker\_2: 913 Lynn Drive, Kingston, North Carolina 28504. Um, my date of birth, I think that's what you said, is 10/26/92.

Speaker speaker\_1: Mm-hmm. Thank you for the information. We have a telephone number on file, 252-686-4096. And your email is your first name, last name@jungle.com.

Speaker speaker\_2: Correct.

Speaker speaker\_1: So you say you haven't received your ID card, but then to order-

Speaker speaker\_2: No, ma'am. And, and I've been gettin' charged for six months now, and nobody has sent me nothing. Now I'm thinking like, well, maybe it didn't go through. But until I was told that I, um-

Speaker speaker\_3: There's an \$8 bill somethin' been comin' out of my check every month.

Speaker speaker\_1: Okay. So is this address that you have, it has an apartment number?

Speaker speaker\_3: No, it's a house.

Speaker speaker\_1: Bear with me. Let me check on the information, and, um, I will send you temporary ID card to your email. Bear with me. Ma'am?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Ma'am?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you for holding. I'll proceed to email you your ID card to your email. I will request new physical card to be emailed, uh, mailed out to you.

Speaker speaker\_2: But can you tell me, like, the name of, um, like. Well, I guess I can see off the... Hold on. This is the Benefits of our drive. Benefits, VISION. MetLife. Okay. So you got MetLife for one.

Speaker speaker\_1: And you got APL for the other one. There you go, right there.

Speaker speaker\_2: And you know what? It's so crazy, because I did receive that APL one.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: And I took it to my job, and I asked the supervisor, uh, for Mega Force, "Was this correct one?" And she, she called, she emailed somebody, and they told her no. But you just sent me the same thing that I already had. So that's why I threw it away. But I never received the MetLife one. I received a APL one. And I took... Like I said, I took it to my job, and I asked them, "Was this for, like, the dental?" And they told me no. So that's why I threw it away.

Speaker speaker\_1: Oh, wow.

Speaker speaker\_2: Right. I swear to God.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: It's crazy. Like, I did had, I had that card, but like I said, like, like I said, I took it to the job. And I kept it on me for a whole week straight, and she was like, "Well, I'mma email, I'mma keep it, and I'mma email," whoever she emailed, they told her that was not right one. But you just needed the same thing I already had.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_2: That's crazy. I coulda been had my dentist appointment set in.

Speaker speaker\_1: All right. I'm so sorry for the inconvenience.

Speaker speaker\_2: It's okay, but thank you.

Speaker speaker\_1: So you could, you could print those if you want to.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: That's the same thing you're gonna receive it on, pretty much.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Okay. Okay, yeah. The physical card will do, take 7 to 10 days to arrive, all right?

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Thank you for giving us a call today. Have a great rest of the day. You too.