

Transcript: Pamela

Blanc-5487326073896960-6553132845154304

Full Transcript

Thank you for calling Benefits in a Car. This is Pamela. How can I help you? Ma'am, good morning. Uh, how can I get a, a big, uh, copy, or an picture of my ID card? Who do you... What happened? I'm sorry, what? What's the name of the staffing agency you work for? Uh, it's SST Industrial. May I have the last four digits of your Social so I can pull up your file? 4123. And your first and last name? Mariano Reyes. Mr. Reyes, 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? 61020 Drive, Palmhurst, Texas 78573. And what was the date of birth? 03-20-1992. Thank you for the information. We have a phone number on file, um, 956-329-4423. Yes. And your email is tigerreyes- Tigereyes1@gmail. Okay. So Mr. Reyes, let me fill in a brief form while I generate the information to email it to you. Okay. Thank you. Ma'am. Yes, sir? It covers vision, right? What's that? Okay. Mr. Reyes? Yes. Thank you for holding. I, um, proceed to email you the ID card. Check your spam and junk mail. It might go there. Okay. Uh, it's coming in from info@benefitsinacar.com, asking your copy of each of your per-... Um, sorry, it's your plans that you are enrolled in. So- You, you already sent those out right now? Yes. Um, your physical card, you should be receiving it sometime this week or next week. Okay. Can you give me a minute just to double-check, see if it's already there? Oh, sure. Okay. It's coming from info@benefitsinacar. Okay, I got it. All right. Anything else I can do for you, sir? No, Ma'am. Thank you. Thank you for giving us a call. Have a great rest of the day, sir. Thank you. Bye. Ma'am, can I check to see if the network is still there?

Conversation Format

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

Speaker speaker_1: Ma'am, good morning. Uh, how can I get a, a big, uh, copy, or an picture of my ID card?

Speaker speaker_0: Who do you...

Speaker speaker_1: What happened? I'm sorry, what?

Speaker speaker_0: What's the name of the staffing agency you work for?

Speaker speaker_1: Uh, it's SST Industrial.

Speaker speaker_0: May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: 4123.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Mariano Reyes.

Speaker speaker_0: Mr. Reyes, 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: 61020 Drive, Palmhurst, Texas 78573.

Speaker speaker_0: And what was the date of birth?

Speaker speaker_1: 03-20-1992.

Speaker speaker_0: Thank you for the information. We have a phone number on file, um, 956-329-4423.

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is tigerreyes-

Speaker speaker_1: Tigereyes1@gmail.

Speaker speaker_0: Okay. So Mr. Reyes, let me fill in a brief form while I generate the information to email it to you.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you.

Speaker speaker_1: Ma'am.

Speaker speaker_0: Yes, sir?

Speaker speaker_1: It covers vision, right?

Speaker speaker_0: What's that?

Speaker speaker_1: Okay.

Speaker speaker_0: Mr. Reyes?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you for holding. I, um, proceed to email you the ID card. Check your spam and junk mail. It might go there.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh, it's coming in from info@benefitsinacar.com, asking your copy of each of your per-... Um, sorry, it's your plans that you are enrolled in. So-

Speaker speaker_1: You, you already sent those out right now?

Speaker speaker_0: Yes. Um, your physical card, you should be receiving it sometime this week or next week.

Speaker speaker_1: Okay. Can you give me a minute just to double-check, see if it's already there?

Speaker speaker_0: Oh, sure.

Speaker speaker_1: Okay.

Speaker speaker_0: It's coming from info@benefitsinacar.

Speaker speaker_1: Okay, I got it.

Speaker speaker_0: All right. Anything else I can do for you, sir?

Speaker speaker_1: No, Ma'am. Thank you.

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

Speaker speaker_1: Thank you. Bye. Ma'am, can I check to see if the network is still there?