

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits for Tenor Card. This is Pamela speaking. How may I help you? Hey, Pamela. I'm trying to get a copy of my, um, insurance card. I'm, uh, I'm at my, uh, doctor's appointment and I never received one. I could barely hear you. You want your ID card? Yes, my, uh, insurance card, I never received one in the mail or y'all never, uh, emailed me one over... Can I have the name of the staffing agency you work for? Uh, MAU. And four digits of social. Huh? You say what now? The last four digits of your social. 04597. 4592? 4597. Your first and last name? Brandon Jeffries. Mr. Jeffries, for security reasons just to make sure we are in the correct file, I need to verify your complete address and date of birth. You, you say what now? I need to verify your complete address and date of birth. It's 456 Victory Lane, Moores, South Carolina, 29369 and it's Moores, South Carolina. And, um, you said my date of birth? 11/04/88. Thank you for the information. We have a telephone number on file which is 205-9435. And we can email it to you. No, that's, that's, that's a wrong, that's a old, old, old number. No problem. Is the one you're calling from like a number? Yes, ma'am. That's the updated number. Okay, let me update that information. So you haven't received your medical card? No. I could, um, I could email it to you. Uh, the reason you haven't received it is because your medical card, the insurance don't... only send it to your email and you probably didn't see it. Now, I could email it to you now and request a physical one if you need one to be mailed to you. Yes, yes, I do. Okay, um- And also I ha- I'm, I'm, I'm at the doctor's office. Could you also email them a copy? Or no, I can just... You can just email it to me and I'll forward it to them. No problem. So let me put you in a brief wait while I pull up the information. Okay. Mr. Jeffries? Mr. Jeffries? Yes, ma'am. I'm sorry to make you wait this long but the system is kind of slow. I proceed to email you the ID card. Check your spam and junk mail. It might go there. Okay. What's the email that you sent it to? Um, it's coming from info@benefits Tenor Card and I sent it to Brandon Jeffries. This is the last name, 25 ... Hmm. ... by email address. Yes, and see I probably don't have no space in that email. Could you send it to brandonjeffries30@icloud.com? 30? Yes, 30@icloud.com. All right. Just bear with me. Patient. Thank you. Yes, sorry. All right. Is there anything else I could do for you, sir? Hello? Ye- ma'am? Okay. Is there anything else I could do for you? No, ma'am. Have you sent it over? I just did. Um, also your physical card should arrive within seven to 10 days. Okay. All right. Thank you for giving us a call. Have a great rest of your day. Okay. And, um, all right. Let's see. Who, who did you say that it would be coming from? Info, Info at Benefits Tenor Card. Okay. Hmm, okay. All right.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits for Tenor Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hey, Pamela. I'm trying to get a copy of my, um, insurance card. I'm, uh, I'm at my, uh, doctor's appointment and I never received one.

Speaker speaker_1: I could barely hear you. You want your ID card?

Speaker speaker_2: Yes, my, uh, insurance card, I never received one in the mail or y'all never, uh, emailed me one over...

Speaker speaker_1: Can I have the name of the staffing agency you work for?

Speaker speaker_2: Uh, MAU.

Speaker speaker_1: And four digits of social.

Speaker speaker_2: Huh? You say what now?

Speaker speaker_1: The last four digits of your social.

Speaker speaker_2: 04597.

Speaker speaker_1: 4592?

Speaker speaker_2: 4597.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Brandon Jeffries.

Speaker speaker_1: Mr. Jeffries, for security reasons just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_2: You, you say what now?

Speaker speaker_1: I need to verify your complete address and date of birth.

Speaker speaker_2: It's 456 Victory Lane, Moores, South Carolina, 29369 and it's Moores, South Carolina. And, um, you said my date of birth? 11/04/88.

Speaker speaker_1: Thank you for the information. We have a telephone number on file which is 205-9435. And we can email it to you.

Speaker speaker_2: No, that's, that's, that's a wrong, that's a old, old, old number.

Speaker speaker_1: No problem. Is the one you're calling from like a number?

Speaker speaker_2: Yes, ma'am. That's the updated number.

Speaker speaker_1: Okay, let me update that information. So you haven't received your medical card?

Speaker speaker_2: No.

Speaker speaker_1: I could, um, I could email it to you. Uh, the reason you haven't received it is because your medical card, the insurance don't... only send it to your email and you probably didn't see it. Now, I could email it to you now and request a physical one if you need one to be mailed to you.

Speaker speaker_2: Yes, yes, I do.

Speaker speaker_1: Okay, um-

Speaker speaker_2: And also I ha- I'm, I'm, I'm at the doctor's office. Could you also email them a copy? Or no, I can just... You can just email it to me and I'll forward it to them.

Speaker speaker_1: No problem. So let me put you in a brief wait while I pull up the information. Okay. Mr. Jeffries? Mr. Jeffries?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: I'm sorry to make you wait this long but the system is kind of slow. I proceed to email you the ID card. Check your spam and junk mail. It might go there.

Speaker speaker_2: Okay. What's the email that you sent it to?

Speaker speaker_1: Um, it's coming from info@benefits Tenor Card and I sent it to Brandon Jeffries. This is the last name, 25 ...

Speaker speaker_2: Hmm.

Speaker speaker_1: ... by email address.

Speaker speaker_2: Yes, and see I probably don't have no space in that email. Could you send it to brandonjeffries30@icloud.com?

Speaker speaker_1: 30?

Speaker speaker_2: Yes, 30@icloud.com.

Speaker speaker_1: All right. Just bear with me.

Speaker speaker_2: Patient. Thank you. Yes, sorry.

Speaker speaker_1: All right. Is there anything else I could do for you, sir? Hello?

Speaker speaker_2: Ye- ma'am?

Speaker speaker_1: Okay. Is there anything else I could do for you?

Speaker speaker_2: No, ma'am. Have you sent it over?

Speaker speaker_1: I just did. Um, also your physical card should arrive within seven to 10 days.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Thank you for giving us a call. Have a great rest of your day.

Speaker speaker_2: Okay. And, um, all right. Let's see. Who, who did you say that it would be coming from?

Speaker speaker_1: Info, Info at Benefits Tenor Card.

Speaker speaker_2: Okay. Hmm, okay.

Speaker speaker_1: All right.