

Transcript: Pamela

Blanc-5696872032944128-6137786463338496

Full Transcript

Thank you for calling Medicare, this is ... speaking. How may I help you? Yes, I was actually calling to see if, uh, you could email me a digital card? Sure. May I have the last four digits of your Social and the staff name agency you work for? 0798 and it's Wagner. Staffing. 0798? 0798. Your first and last name, ma'am? Natalie Silva. Ms. Silva, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 908 White Oak Trail, Jonesboro, Georgia 30238. 906, sorry. My date of birth, July 14, 1993. Thank you for the information. We have a telephone number on file, 404-808-9129. That's correct. And your email is cyan, @cien.859@gmail.com? Correct. Okay. Is, uh, the dental and vision... Just bear with me, uh, while I generate the information to send you the ID card. Okay. Ms. Silva? Yes. I am sorry for the wait, for making you wait. No worries. Um, but I... Your benefits are not active yet. We have not received the information from you, or I'm sorry, the payment from your employer yet. It was took out my check on Friday. It, um, it haven't, uh, let me see. It's not showing here yet. Um, you want to give us a try tomorrow and see if, if it's showing? But it's not showing here yet. Okay, then. And what provider is it? Um, for dental, it's American Public Life and for vision it's MetLife. Okay. All right then. All right. So I'll try again tomorrow. No problem. Thank you for giving us a call. Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Medicare, this is ... speaking. How may I help you?

Speaker speaker_1: Yes, I was actually calling to see if, uh, you could email me a digital card?

Speaker speaker_0: Sure. May I have the last four digits of your Social and the staff name agency you work for?

Speaker speaker_1: 0798 and it's Wagner. Staffing.

Speaker speaker_0: 0798?

Speaker speaker_1: 0798.

Speaker speaker_0: Your first and last name, ma'am?

Speaker speaker_1: Natalie Silva.

Speaker speaker_0: Ms. Silva, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: 908 White Oak Trail, Jonesboro, Georgia 30238. 906, sorry. My date of birth, July 14, 1993.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 404-808-9129.

Speaker speaker_1: That's correct.

Speaker speaker_0: And your email is cyan, @cien.859@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Is, uh, the dental and vision... Just bear with me, uh, while I generate the information to send you the ID card.

Speaker speaker_1: Okay.

Speaker speaker_0: Ms. Silva?

Speaker speaker_1: Yes.

Speaker speaker_0: I am sorry for the wait, for making you wait.

Speaker speaker_1: No worries.

Speaker speaker_0: Um, but I... Your benefits are not active yet. We have not received the information from you, or I'm sorry, the payment from your employer yet.

Speaker speaker_1: It was took out my check on Friday.

Speaker speaker_0: It, um, it haven't, uh, let me see. It's not showing here yet. Um, you want to give us a try tomorrow and see if, if it's showing? But it's not showing here yet.

Speaker speaker_1: Okay, then. And what provider is it?

Speaker speaker_0: Um, for dental, it's American Public Life and for vision it's MetLife.

Speaker speaker_1: Okay. All right then.

Speaker speaker_0: All right.

Speaker speaker_1: So I'll try again tomorrow.

Speaker speaker_0: No problem. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too.