

Transcript: Pamela

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Full Transcript

Benefits to Cars, this is Pamela speaking. How may I help you? Yes, I'm trying to find, um, my insurance information. I couldn't hear you, sir. Yes, I'm trying to find my insurance information. My name is Cory Scott. Who do you work for? MAU. May I have the last four digits of the social so I can pull up your file? It's 9542. Can you say your name again, sir? Cory Scott. Thank you. Mr. Scott, 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? It's, um, 840 Bluefield Road, Lexington, South Carolina. The date of birth is January 31, 1976. Thank you for the information. We have a phone number on file, 803-528-7126, and your email is 40- To- Your first name? Cory. Um, the last name, 4350@gmail.com? Yes. Now, what, what's the, what phone number you got in the system? 803-528-7125. Oh, okay, okay. Um, so what information you looking for, your dental or vision? Yes, 'cause I didn't, I didn't receive my cards- Okay. ... for that, for this year. So they don't... Okay, I understand, let me see. You've been having their benefits, so you don't get a new card, you can use the same one. I didn't know that, 'cause I Yeah. I thought, I thought, I thought the whole- I mean, if you need them- Yes, ma'am. Yes, ma'am, I do, uh, both of 'em. Um, I could email it to you. Um. But that... Y'all don't send out personal cards? Yes, it does take seven to ten business days to arrive. Okay. That's fine? Yes, yes. You can email it, but then, yeah, still plan for to get the cards mailed out. You also take one, the physical? No problem. Yes. All right. And do- Okay. Is this the one that had my, um, had my spouse and I think my daughter on one of them. Yes, ma'am. On the dental one, I think. You have... You have a vision for you and your spouse and dental for you and the family. You and what? Yourself and your spouse and the child. Okay, yes, yeah, that's the right one. That's the right one. All right, so let me put you in a brief hold, where I'll get all the information together, sir. All right. Thank you. Mr. Scott? Yes. Oh, then I proceed to email you the ID card, check, uh, check your spam and junk mail, it might go there. Coming in from info, op, benefits, and a car. Is there anything else I can do for you? Yeah, I got the dental and I got the, the vision. I, I got 'em, I got 'em. No, that's it. All right. Well, thank you for giving us a call. Have a great rest of your day. All right, thank you.

Conversation Format

Speaker speaker_0: Benefits to Cars, this is Pamela speaking. How may I help you?

Speaker speaker_1: Yes, I'm trying to find, um, my insurance information.

Speaker speaker_0: I couldn't hear you, sir.

Speaker speaker_1: Yes, I'm trying to find my insurance information. My name is Cory Scott.

Speaker speaker_0: Who do you work for?

Speaker speaker_1: MAU.

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

Speaker speaker_1: It's 9542.

Speaker speaker_0: Can you say your name again, sir?

Speaker speaker_1: Cory Scott.

Speaker speaker_0: Thank you. Mr. Scott, 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: It's, um, 840 Bluefield Road, Lexington, South Carolina. The date of birth is January 31, 1976.

Speaker speaker_0: Thank you for the information. We have a phone number on file, 803-528-7126, and your email is 40-

Speaker speaker_1: To-

Speaker speaker_0: Your first name?

Speaker speaker_1: Cory.

Speaker speaker_0: Um, the last name, 4350@gmail.com?

Speaker speaker_1: Yes. Now, what, what's the, what phone number you got in the system?

Speaker speaker_0: 803-528-7125.

Speaker speaker_1: Oh, okay, okay.

Speaker speaker_0: Um, so what information you looking for, your dental or vision?

Speaker speaker_1: Yes, 'cause I didn't, I didn't receive my cards-

Speaker speaker_0: Okay.

Speaker speaker_1: ... for that, for this year.

Speaker speaker_0: So they don't... Okay, I understand, let me see. You've been having their benefits, so you don't get a new card, you can use the same one.

Speaker speaker_1: I didn't know that, 'cause I

Speaker speaker_0: Yeah.

Speaker speaker_1: I thought, I thought, I thought the whole-

Speaker speaker_0: I mean, if you need them-

Speaker speaker_1: Yes, ma'am. Yes, ma'am, I do, uh, both of 'em.

Speaker speaker_0: Um, I could email it to you. Um.

Speaker speaker_1: But that... Y'all don't send out personal cards?

Speaker speaker_0: Yes, it does take seven to ten business days to arrive.

Speaker speaker_1: Okay.

Speaker speaker_0: That's fine?

Speaker speaker_1: Yes, yes. You can email it, but then, yeah, still plan for to get the cards mailed out.

Speaker speaker_0: You also take one, the physical? No problem.

Speaker speaker_1: Yes.

Speaker speaker_0: All right.

Speaker speaker_1: And do-

Speaker speaker_0: Okay.

Speaker speaker_1: Is this the one that had my, um, had my spouse and I think my daughter on one of them.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: On the dental one, I think.

Speaker speaker_0: You have... You have a vision for you and your spouse and dental for you and the family.

Speaker speaker_1: You and what?

Speaker speaker_0: Yourself and your spouse and the child.

Speaker speaker_1: Okay, yes, yeah, that's the right one. That's the right one.

Speaker speaker_0: All right, so let me put you in a brief hold, where I'll get all the information together, sir.

Speaker speaker_1: All right.

Speaker speaker_0: Thank you. Mr. Scott?

Speaker speaker_1: Yes.

Speaker speaker_0: Oh, then I proceed to email you the ID card, check, uh, check your spam and junk mail, it might go there. Coming in from info, op, benefits, and a car. Is there anything else I can do for you?

Speaker speaker_1: Yeah, I got the dental and I got the, the vision. I, I got 'em, I got 'em. No, that's it.

Speaker speaker_0: All right. Well, thank you for giving us a call. Have a great rest of your day.

Speaker speaker_1: All right, thank you.