

## **Transcript: Pamela**

**Blanc-5828900916346880-6514583855218688**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Um, I'm just calling to get my, uh, policy insurance number. Who do you work for, sir? Which staffing agency? It's ISS. It's Innovative Staffing Solutions. Oops. Okay. May I have the last four digits of the social? 1181. First and last name? Garrett Jackson. Okay. Mr. Jackson, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? It should be 243 Edgewood, Edgewood Road in Salem, Illinois. And then just, uh, my full name's Garrett Jackson. That takes care of it. My date of birth? My date of birth says 04/02/2001. All right. Thank you for the information. We have a telephone number on file, which is 812-887-9338. Yep. Okay. What, the email is your last name, first name, 774 at gmail.com? Yes, ma'am. All right. So I'm on, let's see. Let's see. All right. I'm going to put you in a brief, in a brief hold, so I'll pull up the information, sir. Okay. Thank you. Goddamn it. I love you. My phone. I miss you so much. Oh, I love you. Oh my god. Hold on one second. Sir? Mr. Jackson? Yes, ma'am. All right, thank you. Then I proceed to email you the ID card. Check your spam and junk mail, it might have went there. Um, the email's coming in from info@benefitsinacard. Um... And you should be receiving your physical card sometime this week. Sometime this week, you said? Yes. Okay, um- But as you, as you- I'm not seeing a- It's coming in as info@... What was it coming from? Info. Uh, Benefits in a Card. Thanks. Um, I think I found it. One second. No, I haven't. I don't think I got it. Okay. So the email's jacksongarrett, your first, last, first name, 774 at gmail? Yeah. How would you spell Garrett? G-A-R-R-E-T-T. Okay. Yeah, that's right. Um, maybe it just hasn't come through yet. Might be. If, um, if anything, uh, let me see. Give you, you need your medical and dental policy, or just the medical? Uh, I just, I just need the medical. So if that. So I'll give it to you just in case, um, but the email should go through though. But, um, it's 2598- Okay. 98- 030. 030? Yes, sir. Okay, so one more time, that's 2598030? Yes, sir. Awesome. Okay, I appreciate it very much. All right. Thank you for giving us a call. Have a great rest of the day, sir. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Um, I'm just calling to get my, uh, policy insurance number.

Speaker speaker\_0: Who do you work for, sir? Which staffing agency?

Speaker speaker\_1: It's ISS. It's Innovative Staffing Solutions. Oops.

Speaker speaker\_0: Okay. May I have the last four digits of the social?

Speaker speaker\_1: 1181.

Speaker speaker\_0: First and last name?

Speaker speaker\_1: Garrett Jackson.

Speaker speaker\_0: Okay. Mr. Jackson, 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: It should be 243 Edgewood, Edgewood Road in Salem, Illinois. And then just, uh, my full name's Garrett Jackson. That takes care of it. My date of birth? My date of birth says 04/02/2001.

Speaker speaker\_0: All right. Thank you for the information. We have a telephone number on file, which is 812-887-9338.

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. What, the email is your last name, first name, 774 at gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. So I'm on, let's see. Let's see. All right. I'm going to put you in a brief, in a brief hold, so I'll pull up the information, sir.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Thank you.

Speaker speaker\_2: Goddamn it.

Speaker speaker\_3: I love you.

Speaker speaker\_0: My phone.

Speaker speaker\_3: I miss you so much. Oh, I love you. Oh my god.

Speaker speaker\_0: Hold on one second. Sir? Mr. Jackson?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right, thank you. Then I proceed to email you the ID card. Check your spam and junk mail, it might have went there. Um, the email's coming in from info@benefitsinacard.

Speaker speaker\_1: Um...

Speaker speaker\_0: And you should be receiving your physical card sometime this week.

Speaker speaker\_1: Sometime this week, you said?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay, um-

Speaker speaker\_0: But as you, as you-

Speaker speaker\_1: I'm not seeing a-

Speaker speaker\_0: It's coming in as info@...

Speaker speaker\_1: What was it coming from?

Speaker speaker\_0: Info. Uh, Benefits in a Card. Thanks.

Speaker speaker\_1: Um, I think I found it. One second. No, I haven't. I don't think I got it.

Speaker speaker\_0: Okay. So the email's jacksongarrett, your first, last, first name, 774 at gmail?

Speaker speaker\_1: Yeah. How would you spell Garrett?

Speaker speaker\_0: G-A-R-R-E-T-T.

Speaker speaker\_1: Okay. Yeah, that's right. Um, maybe it just hasn't come through yet.

Speaker speaker\_0: Might be. If, um, if anything, uh, let me see. Give you, you need your medical and dental policy, or just the medical?

Speaker speaker\_1: Uh, I just, I just need the medical.

Speaker speaker\_0: So if that . So I'll give it to you just in case, um, but the email should go through though. But, um, it's 2598-

Speaker speaker\_1: Okay. 98-

Speaker speaker\_0: 030.

Speaker speaker\_1: 030?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay, so one more time, that's 2598030?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Awesome. Okay, I appreciate it very much.

Speaker speaker\_0: All right. Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker\_1: You too. Bye-bye.