

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, Benefit Center Card, this is Pamela speaking. How may I help you today? Hi. Uh, I got this insurance through my work, but I have never received any, um, insurance card. And who do you work for? Uh, DTS I believe it is, DTS or DTC Workforce. Okay. DTC, wait one second. And was it, um, the last four digits of your social? 7947. Your first and last name? Lisa Guterres. One second. Trying to find that, um... Do you know if, um, where bills are? Okay, it's this. Okay. Can you repeat your name for me please? Lisa Guterres. So will be on it. Okay. Ms. Gutierrez, 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? 20036 York Road, Oswego, Kansas, 67356 and my date of birth is 4/20/1978. Thank you. We have a phone number on file, 918-533-4794. Your email- Correct. ... grammar2360@gmail.com? Correct. So you haven't received any of your ID cards? No. I got all my other insurance cards but nothing for- The medical? ... you know, for medical. Okay. It's just that the medical card they do nothing, um, physical. They only send the, um, digital, it probably went to your email. I haven't even noticed anything. Okay, no problem. Um, I will go ahead and put you in a brief hold. Okay. And I will get the ID card and mail it out to you. I mean, not mail it out, email it to you. Email, okay. Yes. All right, just bear with, with me. Mm-hmm. Huh? Makes you angry? Yeah. I am. What? I didn't hear that. Okay. Ms. Gutierrez? Yes. Thank you for holding. I proceeded to, um, email you a ID card, check your spam and junk mail, it might go there and it came in from info@benefitcentercard. Uh, I got it. All right, anything else I could do for you? No, that's enough. Thank you so much. Thank you for giving us a call today have a great rest of the day, ma'am. Uh-huh. Wait there, wait, I don't see... Hold on. It, it has a PDF attached to it. Um, oh, there it is all the way at the bottom. Okay, thank you. No problem. Thank you. Uh-huh. Bye.

Conversation Format

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

Speaker speaker_1: Hello, Benefit Center Card, this is Pamela speaking. How may I help you today?

Speaker speaker_2: Hi. Uh, I got this insurance through my work, but I have never received any, um, insurance card.

Speaker speaker_1: And who do you work for?

Speaker speaker_2: Uh, DTS I believe it is, DTS or DTC Workforce.

Speaker speaker_1: Okay. DTC, wait one second. And was it, um, the last four digits of your social?

Speaker speaker_2: 7947.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Lisa Guterres.

Speaker speaker_1: One second. Trying to find that, um... Do you know if, um, where bills are? Okay, it's this. Okay. Can you repeat your name for me please?

Speaker speaker_2: Lisa Guterres.

Speaker speaker_1: So will be on it. Okay. Ms. Gutierrez, 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_2: 20036 York Road, Oswego, Kansas, 67356 and my date of birth is 4/20/1978.

Speaker speaker_1: Thank you. We have a phone number on file, 918-533-4794. Your email-

Speaker speaker_2: Correct.

Speaker speaker_1: ... grammar2360@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: So you haven't received any of your ID cards?

Speaker speaker_2: No. I got all my other insurance cards but nothing for-

Speaker speaker_1: The medical?

Speaker speaker_2: ... you know, for medical.

Speaker speaker_1: Okay. It's just that the medical card they do nothing, um, physical. They only send the, um, digital, it probably went to your email.

Speaker speaker_2: I haven't even noticed anything.

Speaker speaker_1: Okay, no problem. Um, I will go ahead and put you in a brief hold.

Speaker speaker_2: Okay.

Speaker speaker_1: And I will get the ID card and mail it out to you. I mean, not mail it out, email it to you.

Speaker speaker_2: Email, okay.

Speaker speaker_1: Yes. All right, just bear with, with me.

Speaker speaker_2: Mm-hmm. Huh? Makes you angry? Yeah. I am. What? I didn't hear that. Okay.

Speaker speaker_1: Ms. Gutierrez?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you for holding. I proceeded to, um, email you a ID card, check your spam and junk mail, it might go there and it came in from info@benefitcentercard.

Speaker speaker_2: Uh, I got it.

Speaker speaker_1: All right, anything else I could do for you?

Speaker speaker_2: No, that's enough. Thank you so much.

Speaker speaker_1: Thank you for giving us a call today have a great rest of the day, ma'am.

Speaker speaker_2: Uh-huh. Wait there, wait, I don't see... Hold on.

Speaker speaker_1: It, it has a PDF attached to it.

Speaker speaker_2: Um, oh, there it is all the way at the bottom. Okay, thank you.

Speaker speaker_1: No problem. Thank you.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Bye.