

Transcript: Pamela

Blanc-5867980888653824-5100654031454208

Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi, this is Frida, uh, Frida Hagg. Um, I apply with you guys and, um, I don't know, I'm supposed to get my card, but I'm not seeing my card in the mail yet. Okay. And who do you work for, ma'am? Uh, Menken. Menken? Yes. May I have the last four digits of your Social? 1471. 1471. And your first and last name? Fidaa Hagg. I couldn't hear you, ma'am. Fidaa Hagg. F-I-D-A-A, last E-L-A-Q. Give me one second. Um, okay. See. So sorry, the system a little slow. Yes. One more sec and... Okay. Ms. Frida, 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? Uh, 1038 Barker Street, Central, Ohio 44077. Uh, September 13th, 1986. Thank you for the information. We have a phone number on file, 646-472-6969 and your email is fidaa@... with the, with X-rays- Yeah. ... at the end and @gmail.com? Mm-hmm. Okay. So, the medical is the ID that you're missing? I mean, I, I'm supposed to receive a card, right? Yes. But, um, the plan that you have, they only send digital cards to your email. If you would like- Oh. ... I could call it in and we send it to you. Yeah, can you resend it to me? Sure. The email will be coming in from info@benefitsinacard. Check your spam and junk mail, it might go there. It will be come, uh, what? Through your email. Yeah, I know, but I mean, what's the email number that it did come from? Oh, the, the name of the email is info@- Info? ... Benefitsinacard. Yes. Uh, Benefitsinacard. Check your spam and junk mail, it might go there. Okay. Allow me about a minute or so for you to receive it. All right. So, I don't receive, uh, I don't receive a physical card, just, uh, the, the email, right? If you need a physical card, I could request it for you at the... through the, um, carrier. Oh. But I mean- It's a- ... usually you guys just send it in a, in a, in an email, right? Email, yes. They do not send hard copies, no. Oh, okay. That's fine. If it's the same thing. All right. Anything else I could do for you? No, thank you. All right. Thank you for giving us a call. Have a great rest of the day, ma'am. You too. 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: Hi, this is Frida, uh, Frida Hagg. Um, I apply with you guys and, um, I don't know, I'm supposed to get my card, but I'm not seeing my card in the mail yet.

Speaker speaker_0: Okay. And who do you work for, ma'am?

Speaker speaker_1: Uh, Menken.

Speaker speaker_0: Menken?

Speaker speaker_1: Yes.

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: 1471.

Speaker speaker_0: 1471. And your first and last name?

Speaker speaker_1: Fidaa Hagg.

Speaker speaker_0: I couldn't hear you, ma'am.

Speaker speaker_1: Fidaa Hagg. F-I-D-A-A, last E-L-A-Q.

Speaker speaker_0: Give me one second. Um, okay. See. So sorry, the system a little slow. Yes. One more sec and... Okay. Ms. Frida, 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: Uh, 1038 Barker Street, Central, Ohio 44077. Uh, September 13th, 1986.

Speaker speaker_0: Thank you for the information. We have a phone number on file, 646-472-6969 and your email is fidaa@... with the, with X-rays-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... at the end and @gmail.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. So, the medical is the ID that you're missing?

Speaker speaker_1: I mean, I, I'm supposed to receive a card, right?

Speaker speaker_0: Yes. But, um, the plan that you have, they only send digital cards to your email. If you would like-

Speaker speaker_1: Oh.

Speaker speaker_0: ... I could call it in and we send it to you.

Speaker speaker_1: Yeah, can you resend it to me?

Speaker speaker_0: Sure. The email will be coming in from info@benefitsinacard. Check your spam and junk mail, it might go there.

Speaker speaker_1: It will be come, uh, what?

Speaker speaker_0: Through your email.

Speaker speaker_1: Yeah, I know, but I mean, what's the email number that it did come from?

Speaker speaker_0: Oh, the, the name of the email is info@-

Speaker speaker_1: Info?

Speaker speaker_0: ... Benefitsinacard. Yes. Uh, Benefitsinacard. Check your spam and junk mail, it might go there.

Speaker speaker_1: Okay.

Speaker speaker_0: Allow me about a minute or so for you to receive it. All right.

Speaker speaker_1: So, I don't receive, uh, I don't receive a physical card, just, uh, the, the email, right?

Speaker speaker_0: If you need a physical card, I could request it for you at the... through the, um, carrier.

Speaker speaker_1: Oh. But I mean-

Speaker speaker_0: It's a-

Speaker speaker_1: ... usually you guys just send it in a, in a, in an email, right?

Speaker speaker_0: Email, yes. They do not send hard copies, no.

Speaker speaker_1: Oh, okay. That's fine. If it's the same thing.

Speaker speaker_0: All right. Anything else I could do for you?

Speaker speaker_1: No, thank you.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day, ma'am.

Speaker speaker_1: You too. Bye.