

## **Transcript: Pamela**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits of the Card, this is Pamela speaking, how may I help you? Oh, hi, Pamela. Uh, my name's Ronald. I just became a member of, uh, Benefits of the Card, and I was told that I'm getting the, uh, physical copy of my card in like two or three or in two weeks. But I was wondering if I could get a virtual copy of my wife and I, uh, card, uh, probably the soon- And what is the name of the staffing agency you work for? Sure. Uh, name of the agency is Oxford Global, uh, Resources. And the last four digits of the Social? 6411. Your first and last name, sir. Mm-hmm. Oh, oh, fir- first and last name. Uh, first name is Ronald, R-O-N-A-L-D. Last name is, uh, W-A-N-G. Okay. Mr. Wang, for security reasons and to make sure we are in the correct file, I need to verify the complete address and date of birth. Sure. Uh, the complete address is 11186 Blackbird Lane, Alpharet- Alpharetta, Georgia, zip code 30022. My date of birth is September 20th, year 1988. All right. Thank you for the information. We have a telephone number on file, 470-556-1799. And your email is your first name, last name, 88 at gmail.com. Correct, they're both. Okay. Let's see. All right. So your benefits just became effective on Monday. Mm-hmm. I'm gonna put in a brief hold and see if the ID cards are generated in our system. If they are, I will go ahead and email it to you. Just bear with me. Sure. Thank you. Thank you. Mr. Wang? Yes. Thank you for holding. I've received to email you the ID cards, um, on the email. Each card is on, in a PDF file. Mm-hmm. So on the card it's gonna be your name only, but once it's collected in, in the system it will be for you and your spouse. Um- Gotcha. So, you should be receiving your ID card sometime next week. Now you do not get a physical card for your medical. Um, do you want me to request one for you? Um... I'm sorry. I- They're gonna send you the same email that I sent you, uh, 'cause they do not send physical card for the medical only. I see. Oh, uh, uh, e- email copy or virtual copy is fine. No need for a physical copy. Okay. So I went ahead, when you check your email, check your spam and junk mail, it might go there. Okay. All right. And just to, uh, uh, uh- Mm-hmm. ... just to reconfirm, the card just has my name but it works for both, uh, my spouse and I, correct? Yes, sir. Okay. The- All right. Perfect. Uh, that's all the questions I have today, ma'am. No problem. Thank you for giving us a call today. Have a great rest of the day. You too. Thank you. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits of the Card, this is Pamela speaking, how may I help you?

Speaker speaker\_2: Oh, hi, Pamela. Uh, my name's Ronald. I just became a member of, uh, Benefits of the Card, and I was told that I'm getting the, uh, physical copy of my card in like two or three or in two weeks. But I was wondering if I could get a virtual copy of my wife and I, uh, card, uh, probably the soon-

Speaker speaker\_1: And what is the name of the staffing agency you work for?

Speaker speaker\_2: Sure. Uh, name of the agency is Oxford Global, uh, Resources.

Speaker speaker\_1: And the last four digits of the Social?

Speaker speaker\_2: 6411.

Speaker speaker\_1: Your first and last name, sir.

Speaker speaker\_2: Mm-hmm. Oh, oh, fir- first and last name. Uh, first name is Ronald, R-O-N-A-L-D. Last name is, uh, W-A-N-G.

Speaker speaker\_1: Okay. Mr. Wang, for security reasons and to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker\_2: Sure. Uh, the complete address is 11186 Blackbird Lane, Alpharet- Alpharetta, Georgia, zip code 30022. My date of birth is September 20th, year 1988.

Speaker speaker\_1: All right. Thank you for the information. We have a telephone number on file, 470-556-1799. And your email is your first name, last name, 88 at gmail.com.

Speaker speaker\_2: Correct, they're both.

Speaker speaker\_1: Okay. Let's see. All right. So your benefits just became effective on Monday.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: I'm gonna put in a brief hold and see if the ID cards are generated in our system. If they are, I will go ahead and email it to you. Just bear with me.

Speaker speaker\_2: Sure. Thank you.

Speaker speaker\_1: Thank you. Mr. Wang?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you for holding. I've received to email you the ID cards, um, on the email. Each card is on, in a PDF file.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: So on the card it's gonna be your name only, but once it's collected in, in the system it will be for you and your spouse. Um-

Speaker speaker\_2: Gotcha.

Speaker speaker\_1: So, you should be receiving your ID card sometime next week. Now you do not get a physical card for your medical. Um, do you want me to request one for you?

Speaker speaker\_2: Um...

Speaker speaker\_1: I'm sorry.

Speaker speaker\_2: I-

Speaker speaker\_1: They're gonna send you the same email that I sent you, uh, 'cause they do not send physical card for the medical only.

Speaker speaker\_2: I see. Oh, uh, uh, e- email copy or virtual copy is fine. No need for a physical copy.

Speaker speaker\_1: Okay. So I went ahead, when you check your email, check your spam and junk mail, it might go there.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right.

Speaker speaker\_2: And just to, uh, uh, uh-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... just to reconfirm, the card just has my name but it works for both, uh, my spouse and I, correct?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. The-

Speaker speaker\_1: All right.

Speaker speaker\_2: Perfect. Uh, that's all the questions I have today, ma'am.

Speaker speaker\_1: No problem. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker\_2: You too. Thank you. Bye-bye.

Speaker speaker\_1: Bye-bye.