

Transcript: Pamela

Blanc-6075244649168896-5983903713902592

Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking, how may I help you? Hi. Um, I am calling because I recently enrolled in your health care, um, the research that was- I can't hear you. ... TRN. Hello? I could barely hear you. Oh, I'm sorry. Uh, yes, I wanted some information. I, I recently enrolled in the Benefits in a Card program, and I, I was reviewing the form that I filled out, but I did this online and it does not show the dental selected. And who you work for? The Reserves Network. Sorry. I have the last four digits of your Social? 6865. Your first and last name, ma'am? Norma Pena-Rodriguez. And, and you said the Resource Company, right? The Reserves, R-E-S-E-R-V-E-S, Network. Oh, you don't work for them anymore? Oh. Do you have a number that I can contact? Yes, I do. Bear with me. Just one second. I will try... I believe we have their number. Okay, so it's 877-897-0668. Okay. Thank you. All right.

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. Um, I am calling because I recently enrolled in your health care, um, the research that was-

Speaker speaker_0: I can't hear you.

Speaker speaker_1: ... TRN. Hello?

Speaker speaker_0: I could barely hear you.

Speaker speaker_1: Oh, I'm sorry. Uh, yes, I wanted some information. I, I recently enrolled in the Benefits in a Card program, and I, I was reviewing the form that I filled out, but I did this online and it does not show the dental selected.

Speaker speaker_0: And who you work for?

Speaker speaker_1: The Reserves Network.

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

Speaker speaker_1: 6865.

Speaker speaker_0: Your first and last name, ma'am?

Speaker speaker_1: Norma Pena-Rodriguez.

Speaker speaker_0: And, and you said the Resource Company, right?

Speaker speaker_1: The Reserves, R-E-S-E-R-V-E-S, Network.

Speaker speaker_0: Oh, you don't work for them anymore? Oh.

Speaker speaker_1: Do you have a number that I can contact?

Speaker speaker_0: Yes, I do. Bear with me. Just one second. I will try... I believe we have their number. Okay, so it's 877-897-0668.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: All right.