

Transcript: Pamela

Blanc-6104075259527168-5922835222937600

Full Transcript

Thank you for calling Benefits 10-04. This is Pamela speaking. How may I help you? Hey, this is, uh, Tyler Curtis. Y'all tried to call me yesterday. Okay. Um, so we are the administrator for health insurance. Um, are you working for a staffing agency, sir? MAU for Boss. Okay. And- I was, uh, I was told there was an issue with my address, and that when y'all sent my cards out, they bounced back. Okay. So in order for me to find your account, I'm going to need the last four digits of your Social. And you said your first and last name is Tyler Curtis? Yes. Uh, the last four of my Social are 3552. Thank you. Um, Mr. Curtis, for security reasons, just to make sure we are in the correct file, um, can you verify the address and date of birth? Yeah. The date of birth is, uh, 3/27/2000. And the address should be, uh, 22 Rio Grande Circle, Florence, Kentucky- Mm-hmm. Apartment 8. Apartment 8, that's what we're missing. Okay. And the phone number is 681-369-9579 and email is tlcurtis3@gmail.com? Yeah. Okay. Um, so we're going to go ahead and mail out them, the card, ID card for you. We were missing the Apartment 8. Okay. Okay? And, and you should be receiving it within the next five days or so. All right. Sounds good. All right. All right, thank you. Have a great rest of your night. Thank you. All right.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-04. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hey, this is, uh, Tyler Curtis. Y'all tried to call me yesterday.

Speaker speaker_0: Okay. Um, so we are the administrator for health insurance. Um, are you working for a staffing agency, sir?

Speaker speaker_1: MAU for Boss.

Speaker speaker_0: Okay. And-

Speaker speaker_1: I was, uh, I was told there was an issue with my address, and that when y'all sent my cards out, they bounced back.

Speaker speaker_0: Okay. So in order for me to find your account, I'm going to need the last four digits of your Social. And you said your first and last name is Tyler Curtis?

Speaker speaker_1: Yes. Uh, the last four of my Social are 3552.

Speaker speaker_0: Thank you. Um, Mr. Curtis, for security reasons, just to make sure we are in the correct file, um, can you verify the address and date of birth?

Speaker speaker_1: Yeah. The date of birth is, uh, 3/27/2000. And the address should be, uh, 22 Rio Grande Circle, Florence, Kentucky-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Apartment 8.

Speaker speaker_0: Apartment 8, that's what we're missing. Okay. And the phone number is 681-369-9579 and email is tlcurtis3@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, so we're going to go ahead and mail out them, the card, ID card for you. We were missing the Apartment 8.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay? And, and you should be receiving it within the next five days or so.

Speaker speaker_1: All right. Sounds good.

Speaker speaker_0: All right. All right, thank you. Have a great rest of your night.

Speaker speaker_1: Thank you.

Speaker speaker_0: All right.