

Transcript: Pamela

Blanc-6155296232128512-5445038094368768

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, my name is Pamela, how may I help you? Thank you for calling Benefits in a Card. Yes, I would like to see if you can send me some information. I got a text yesterday that I have 30 days to take advantage of the benefits through the resource, and I want to see if you can send me some, uh, information through the mail. Uh, we could send you a benefit guide, but through your email. Only- Okay. So you don't, oh, you don't send anything through paper? No. In that case, um, the staffing agency provide you with a pamphlet. Mm-hmm. And, um, that's the only paper we offer. Okay, but you can send me, 'cause I had talked to the agency and she said y'all would be able to send me some information, but then she said you didn't get funding. But we only do it online. Okay, well, that's fine. Uh, can I give you my email? Oh, sure. Uh, give me one second. Let me..... And I wanted to a-, a- and I wanted to ask you, too, how do I find, 'cause I've never, you know, heard of Benefits in a Card, how do I know if my doctor's covered and all that stuff? 'Cause I mean, I don't want to be going just to, I don't want to change my doctors. Like, um, on the email I'm gonna send you, all that information will be there. Okay. And you say it's, um, IS- ISS that you work for? No, the resource. Oh, the resource. Sorry about that. Let me... There we go. So the email will be coming from info@benefitsinacard. Um, let me get your email, ma'am. Can you spell it for me? Okay. It's 1970... Mm-hmm. ... Scarlet. That's S-C-A-R-L-E-T-T-E fry, F-R-Y-E, @gmail.com. At Gmail? At gmail.com. Okay. Like I said, the email- Could you read it back to me? Oh, sure. It's 1-970 scarletfrye@gmail.com. Correct. Um, the email is coming from info@benefitsinacard. Check your spam and junk mail. It might go there. Okay. Okay. All right. Well- Um- Thank you so much. No, thank you for giving us a call. Have a great rest of the day, ma'am. You, too. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hi, my name is Pamela, how may I help you? Thank you for calling Benefits in a Card.

Speaker speaker_2: Yes, I would like to see if you can send me some information. I got a text yesterday that I have 30 days to take advantage of the benefits through the resource, and I want to see if you can send me some, uh, information through the mail.

Speaker speaker_1: Uh, we could send you a benefit guide, but through your email. Only-

Speaker speaker_2: Okay. So you don't, oh, you don't send anything through paper?

Speaker speaker_1: No. In that case, um, the staffing agency provide you with a pamphlet.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And, um, that's the only paper we offer.

Speaker speaker_2: Okay, but you can send me, 'cause I had talked to the agency and she said y'all would be able to send me some information, but then she said you didn't get funding.

Speaker speaker_1: But we only do it online.

Speaker speaker_2: Okay, well, that's fine. Uh, can I give you my email?

Speaker speaker_1: Oh, sure. Uh, give me one second. Let me.....

Speaker speaker_2: And I wanted to a-, a- and I wanted to ask you, too, how do I find, 'cause I've never, you know, heard of Benefits in a Card, how do I know if my doctor's covered and all that stuff? 'Cause I mean, I don't want to be going just to, I don't want to change my doctors.

Speaker speaker_1: Like, um, on the email I'm gonna send you, all that information will be there.

Speaker speaker_2: Okay.

Speaker speaker_1: And you say it's, um, IS- ISS that you work for?

Speaker speaker_2: No, the resource.

Speaker speaker_1: Oh, the resource. Sorry about that. Let me... There we go. So the email will be coming from info@benefitsinacard. Um, let me get your email, ma'am. Can you spell it for me?

Speaker speaker_2: Okay. It's 1970...

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... Scarlet. That's S-C-A-R-L-E-T-T-E fry, F-R-Y-E, @gmail.com.

Speaker speaker_1: At Gmail?

Speaker speaker_2: At gmail.com.

Speaker speaker_1: Okay. Like I said, the email-

Speaker speaker_2: Could you read it back to me?

Speaker speaker_1: Oh, sure. It's 1-970 scarletfrye@gmail.com.

Speaker speaker_2: Correct.

Speaker speaker_1: Um, the email is coming from info@benefitsinacard. Check your spam and junk mail. It might go there.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay.

Speaker speaker_2: All right. Well-

Speaker speaker_1: Um-

Speaker speaker_2: Thank you so much.

Speaker speaker_1: No, thank you for giving us a call. Have a great rest of the day, ma'am.

Speaker speaker_2: You, too. Bye-bye.

Speaker speaker_1: Bye.