

## **Transcript: Pamela**

**Blanc-6234798430404608-5037487712944128**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking, how may I help you? Hello, my name is Gwen Bale. I was calling to see if I can get my card emailed to me? Who do you work for, ma'am? Crown. May I have the last four digits of your Social? 0396. 0396? Mm-hmm. Your first and last name? Uh, Gwendolyn Bale. Miss Bale, 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? 2018 ??? Kentucky 42240 3291975. Thank you for the information. We have a telephone number on file which is 70-890-3068 and your email is ghbelle329@gmail.com? Yes, ma'am. Um, all right. Let me see if your ID cards are available to me. If they are, I will be emailing them to you. Can you hold on? Okay. One second. Yeah, why? Because... Okay. Ma'am? Mm-hmm. Thank you for holding. I'll proceed to email you the ID card. You should be receiving your physical ID card in the next seven business days. Is there anything else- So they're not available for you to email? I emailed it to you, but you feel- Uh-oh. ... you didn't receive it. Sorry, I, I didn't hear you say it part, that's why I'm, so I'm like- Oh. ... I know they were coming in the mail, but I didn't hear you say the part that you emailed them. Okay, thank you. Yes, um, um, check your spam and junk mail. It might go there and it's coming from info@benefitsinacar. Uh, I got them. Okay. All right. Thank you. Thank you for using public resources. Thanks, yes, too. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits in a Car. This is Pamela speaking, how may I help you?

Speaker speaker\_2: Hello, my name is Gwen Bale. I was calling to see if I can get my card emailed to me?

Speaker speaker\_1: Who do you work for, ma'am?

Speaker speaker\_2: Crown.

Speaker speaker\_1: May I have the last four digits of your Social?

Speaker speaker\_2: 0396.

Speaker speaker\_1: 0396?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Uh, Gwendolyn Bale.

Speaker speaker\_1: Miss Bale, 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\_2: 2018 ??? Kentucky 42240 3291975.

Speaker speaker\_1: Thank you for the information. We have a telephone number on file which is 70-890-3068 and your email is ghbelle329@gmail.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Um, all right. Let me see if your ID cards are available to me. If they are, I will be emailing them to you. Can you hold on?

Speaker speaker\_2: Okay.

Speaker speaker\_1: One second.

Speaker speaker\_2: Yeah, why? Because... Okay.

Speaker speaker\_1: Ma'am?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Thank you for holding. I'll proceed to email you the ID card. You should be receiving your physical ID card in the next seven business days. Is there anything else-

Speaker speaker\_2: So they're not available for you to email?

Speaker speaker\_1: I emailed it to you, but you feel-

Speaker speaker\_2: Uh-oh.

Speaker speaker\_1: ... you didn't receive it.

Speaker speaker\_2: Sorry, I, I didn't hear you say it part, that's why I'm, so I'm like-

Speaker speaker\_1: Oh.

Speaker speaker\_2: ... I know they were coming in the mail, but I didn't hear you say the part that you emailed them. Okay, thank you.

Speaker speaker\_1: Yes, um, um, check your spam and junk mail. It might go there and it's coming from info@benefitsinacar.

Speaker speaker\_2: Uh, I got them.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Thank you for using public resources.

Speaker speaker\_2: Thanks, yes, too. Thank you.