

Transcript: Pamela

Blanc-6239149910605824-6200081982111744

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you? Yes, ma'am. Uh, my name's Justin Sheets. I have, uh, dental insurance through you guys, and I'm trying to get the insurance information so that I can schedule a dentist appointment. All right. Who, um, the staffing agency you work for? Uh, On Track. And the last four digits of your Social? Uh, 3113. Can you say your name and last name is? Uh, Sheets, like bed sheets. S-H-E-E-T-S. And the first name? Justin. J-U-S-T-I-N. All right. Mr. Sheets, for security reasons, just to make sure we are in the correct file, can we please verify your complete address and date of birth? 303 South Main Street. Metcalf, Texas 76264. And then my date of birth is February 8th of '85. Thank you for the information. We have a telephone number on file. It's 806-587-2649, and your email is juststmatthewsheets54@gmail.com. That's correct. Okay. Um, okay, let me see and have brief so I can pull up the file. Okay. And, um, and send, and, and get the ID card mailed, emailed to you. Yes, ma'am. Thank you. Sure. Mr. Sheets? Yes, ma'am. Thank you for holding. I will proceed to email you the ID card. Okay. Um, check your spam and junk mail. It might go there. Yes, ma'am. It's coming from @benefitsandacard. Okay. Um, allow me about a minute for you to receive it. Okay. All right. Thank you. And is there anything else I can do for you, sir? That's it. Thank you so much. All right. Thank you for giving us a call. Have a great rest of the day. You too. 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 and a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yes, ma'am. Uh, my name's Justin Sheets. I have, uh, dental insurance through you guys, and I'm trying to get the insurance information so that I can schedule a dentist appointment.

Speaker speaker_1: All right. Who, um, the staffing agency you work for?

Speaker speaker_2: Uh, On Track.

Speaker speaker_1: And the last four digits of your Social?

Speaker speaker_2: Uh, 3113.

Speaker speaker_1: Can you say your name and last name is?

Speaker speaker_2: Uh, Sheets, like bed sheets. S-H-E-E-T-S.

Speaker speaker_1: And the first name?

Speaker speaker_2: Justin. J-U-S-T-I-N.

Speaker speaker_1: All right. Mr. Sheets, for security reasons, just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker_2: 303 South Main Street. Metcalf, Texas 76264. And then my date of birth is February 8th of '85.

Speaker speaker_1: Thank you for the information. We have a telephone number on file. It's 806-587-2649, and your email is juststmatthewsheets54@gmail.com.

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. Um, okay, let me see and have brief so I can pull up the file.

Speaker speaker_2: Okay.

Speaker speaker_1: And, um, and send, and, and get the ID card mailed, emailed to you.

Speaker speaker_2: Yes, ma'am. Thank you.

Speaker speaker_1: Sure. Mr. Sheets?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Thank you for holding. I will proceed to email you the ID card.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, check your spam and junk mail. It might go there.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: It's coming from

Speaker speaker_3: @benefitsandacard.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, allow me about a minute for you to receive it.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Thank you. And is there anything else I can do for you, sir?

Speaker speaker_2: That's it. Thank you so much.

Speaker speaker_1: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: You too. Bye-bye.