

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Yes, ma'am, Pamela. How you doing? I was trying to make sure that I signed up for, um, med, uh, uh, dental insurance and they basically saying I didn't. I know I did visual, but I was thinking I did dental too 'cause I need it 'cause I got all the, uh, I got, uh, t- uh, den- uh, braces but I needed a, uh, m-make sure that I get checkup for my teeth every once in a while. But they saying that I don't have it but I was trying to figure out how would I go about obtaining it? And who do you work for at the staffing agency? MAU. Can I have the last four digits of your Social? 9247. Your first and last name, sir? Jerone, J-E-R-O-N. Miller, M-I-L-L-E-R. Mr. Miller, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. 244 Southern Avenue, Spartanburg, South Carolina, 29303. And date of birth, 02/04/1989. Thank you for the information. We have a phone number on file, 929-283-0126. And your email is bos- bostonceltics1989 on hotmail.com. Correct. I see that yes, you are enrolled in medical. I mean, I'm sorry, in dental. You haven't received the ID card? Uh, I don't know if I got it or i- I don't know where it's at, but I know that I'm at the dental place now, and I just was trying to go ahead just to make sure. But you saying on your end that I'm enrolled, so that means they could pull it up to see that I'm, that I'm enrolled in it. That's what I'm trying to figure out right now 'cause I don't, I don't know where I put the card at, but I got the visual card and, uh, I got the other card with me but the other card I don't know where I, I did with that one, if that makes any sense. Yes. Um, I'm gonna... Let me put you on a brief hold so I can pull out the ID card and email it to you. Yes, ma'am. All right. Thank you. Yes, ma'am. Mr. Miller? Yes, ma'am. Thank you for holding. Yes, ma'am. I went ahead and emailed you your ID card. I've sent you your medical and dental. So you can have them both. And check your spam and junk mail. It might go there. It's coming in from info@benefitsinacard. Uh, hold on. So does it come to the trash one or the junk one? It might go to either or. It's coming in from info@benefitsinacard. Okay. Okay. All right. Is there anything else I can help you with- It's the dental. Yes, ma'am. All right. It gone, uh, it's gonna pull up with the... Uh, okay, so the dental one and the, um, insurance one should be right here in this email. Yes. It's a PDF file. Check on the bottom of this email. All right. So I'm looking at both of them now just to make sure. I'm trying to- Yes, I'm trying to help you. I'm trying to make sure I get... I have it, so when I go... 'Cause I'm in here now. I'm over here now, but I'm trying to make sure. Okay, I see. Okay, okay. Thank you. I got it. Yes, ma'am. All right. Thank you for giving us a call. All right. Have a great rest of this day. All right. Thank you.

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: Yes, ma'am, Pamela. How you doing? I was trying to make sure that I signed up for, um, med, uh, uh, dental insurance and they basically saying I didn't. I know I did visual, but I was thinking I did dental too 'cause I need it 'cause I got all the, uh, I got, uh, t- uh, den- uh, braces but I needed a, uh, m-make sure that I get checkup for my teeth every once in a while. But they saying that I don't have it but I was trying to figure out how would I go about obtaining it?

Speaker speaker_0: And who do you work for at the staffing agency?

Speaker speaker_1: MAU.

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

Speaker speaker_1: 9247.

Speaker speaker_0: Your first and last name, sir?

Speaker speaker_1: Jerone, J-E-R-O-N. Miller, M-I-L-L-E-R.

Speaker speaker_0: Mr. Miller, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: 244 Southern Avenue, Spartanburg, South Carolina, 29303. And date of birth, 02/04/1989.

Speaker speaker_0: Thank you for the information. We have a phone number on file, 929-283-0126. And your email is bos- bostonceltics1989 on hotmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: I see that yes, you are enrolled in medical. I mean, I'm sorry, in dental. You haven't received the ID card?

Speaker speaker_1: Uh, I don't know if I got it or i- I don't know where it's at, but I know that I'm at the dental place now, and I just was trying to go ahead just to make sure. But you saying on your end that I'm enrolled, so that means they could pull it up to see that I'm, that I'm enrolled in it. That's what I'm trying to figure out right now 'cause I don't, I don't know where I put the card at, but I got the visual card and, uh, I got the other card with me but the other card I don't know where I, I did with that one, if that makes any sense.

Speaker speaker_0: Yes. Um, I'm gonna... Let me put you on a brief hold so I can pull out the ID card and email it to you.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. Thank you.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Mr. Miller?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Thank you for holding.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: I went ahead and emailed you your ID card. I've sent you your medical and dental. So you can have them both. And check your spam and junk mail. It might go there. It's coming in from info@benefitsinacard.

Speaker speaker_1: Uh, hold on. So does it come to the trash one or the junk one?

Speaker speaker_0: It might go to either or. It's coming in from info@benefitsinacard.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: All right. Is there anything else I can help you with-

Speaker speaker_1: It's the dental. Yes, ma'am. All right. It's gone, uh, it's gonna pull up with the... Uh, okay, so the dental one and the, um, insurance one should be right here in this email.

Speaker speaker_0: Yes. It's a PDF file. Check on the bottom of this email.

Speaker speaker_1: All right. So I'm looking at both of them now just to make sure. I'm trying to-

Speaker speaker_0: Yes, I'm trying to help you.

Speaker speaker_1: I'm trying to make sure I get... I have it, so when I go... 'Cause I'm in here now. I'm over here now, but I'm trying to make sure. Okay, I see. Okay, okay. Thank you. I got it. Yes, ma'am.

Speaker speaker_0: All right. Thank you for giving us a call.

Speaker speaker_1: All right.

Speaker speaker_0: Have a great rest of this day.

Speaker speaker_1: All right. Thank you.