

## **Transcript: Pamela**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hey. How are you doing? Good, and you? I'm doing good. Um, I have a few questions. I'm trying to see is... if I have insurance here. Um, and who do you work with? Adept HR. What's the name of the company, the staffing agency, sir? Adept HR. Okay. May I have the last four digits of your Social? 3584. And you say your name is, sir? Charles Jackson. Jackson. All right. Mr. Jackson, for security reasons, just to make sure we are in the correct file, can you please verify via complete address and date of birth? 344 Main Trail, Midway, Georgia, uh, 31320, um, 3/12/1996. Thank you for the information. We have a telephone number on file, 912-396-9203. And your email is... Uh. Mok... Yeah. ... f96@gmail. Yeah. Let's see. So, yes, your benefits are active. You do not have your, um, ID card? Um, I think I do, but, uh, is it... Is it MyMatrix? Matrix? No. Um, I'm... I could email you, um, the other card if, if you would like. Yes, ma'am. I appreciate that. All right. Let me put you in a brief hold where I generate the email and send it out to you. Okay. Thank you. Mr. Jackson? Hello? Thank you for holding. Okay. Thank- Um, check your spam and junk mail. It might go there. Um, it's coming from- Yes, ma- ... Benefits in a Card. Oh, yes, Ma'am. I have it right here. Okay. Each PDF file, it's an ID card. All right? Okay. I appreciate that. All right. Thank you for giving us a call today. Have a great rest of the day, sir. All right. You, too, ma'am. Thank you for your help today. 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 Card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hey. How are you doing?

Speaker speaker\_1: Good, and you?

Speaker speaker\_2: I'm doing good. Um, I have a few questions. I'm trying to see is... if I have insurance here.

Speaker speaker\_1: Um, and who do you work with?

Speaker speaker\_2: Adept HR.

Speaker speaker\_1: What's the name of the company, the staffing agency, sir?

Speaker speaker\_2: Adept HR.

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

Speaker speaker\_2: 3584.

Speaker speaker\_1: And you say your name is, sir?

Speaker speaker\_2: Charles Jackson.

Speaker speaker\_1: Jackson. All right. Mr. Jackson, for security reasons, just to make sure we are in the correct file, can you please verify via complete address and date of birth?

Speaker speaker\_2: 344 Main Trail, Midway, Georgia, uh, 31320, um, 3/12/1996.

Speaker speaker\_1: Thank you for the information. We have a telephone number on file, 912-396-9203. And your email is... Uh.

Speaker speaker\_2: Mok... Yeah.

Speaker speaker\_1: ... f96@gmail.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Let's see. So, yes, your benefits are active. You do not have your, um, ID card?

Speaker speaker\_2: Um, I think I do, but, uh, is it... Is it MyMatrix?

Speaker speaker\_1: Matrix? No. Um, I'm... I could email you, um, the other card if, if you would like.

Speaker speaker\_2: Yes, ma'am. I appreciate that.

Speaker speaker\_1: All right. Let me put you in a brief hold where I generate the email and send it out to you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Thank you.

Speaker speaker\_3: Mr. Jackson?

Speaker speaker\_2: Hello?

Speaker speaker\_3: Thank you for holding.

Speaker speaker\_2: Okay. Thank-

Speaker speaker\_3: Um, check your spam and junk mail. It might go there. Um, it's coming from-

Speaker speaker\_2: Yes, ma-

Speaker speaker\_3: ... Benefits in a Card.

Speaker speaker\_2: Oh, yes, Ma'am. I have it right here.

Speaker speaker\_3: Okay. Each PDF file, it's an ID card. All right?

Speaker speaker\_2: Okay. I appreciate that.

Speaker speaker\_3: All right. Thank you for giving us a call today. Have a great rest of the day, sir.

Speaker speaker\_2: All right. You, too, ma'am. Thank you for your help today.

Speaker speaker\_3: Thank you.