

Transcript: Pamela

Blanc-6531023777742848-5585482197680128

Full Transcript

Thank you for calling Benefits in a Card issue. Yeah, how may I help you? Um, I just am trying to get the... my health insurance number. Okay. Um, who do you work for? Uh, um, so it's under my dad, but he works for... What does he work for? ADM. That's the name of the staffing agency? Yes, I believe so. ADM? Yeah, I can give you his name if that works. No, I will need his last... the last four digits of his social and the name of the staffing agency he works for. Okay. Um, it is ADM and his last four is 4455. 4455? Mm-hmm. One second. ADM. It doesn't sound familiar, ADM. You don't know if it starts by 80 or anything? The guy, um... Let me look. It's a corn processing. ADM, um, wait. ADM, sorry, it's not loading, I'm trying to look is all. No problem. Take your time. Um, ADM. It's in Marshall, Minnesota. It's a... I think it's a corn plant. It's corn processing. ADM Corn Processing. Well, we are not in your area, so I won't be able to tell you exactly, um, 'cause we go by the actual... actual, um, staffing agency. And I do not have anything under that ADM. Is it Archer Daniels Midland? Mm-hmm. Archer Daniels Midland Insulagen Incorporation? Solid, you said? Yeah, Archer Daniels Midland Insulagen Incorporation. I think that's the full name of it. No, I don't think that's the name of the staffing agency. That's... I think it's just the name of the company he's behind. I've called. He told me just to say ADM. I've called before and they give me the dental insurance. ADM. Is that all? Yeah. Oh. Can you repeat the last four for me, please? Yeah. 4455. Hmm. It's for Troy Gillette. This is Focus. Focus Force Management. What is your name? Uh, Clarissa Gillette. Your date of birth. 3703. Can you verify the mailing address for me, please? For my father? Yes. The... The one we have an account. I don't know. Um, it might be 900 South St. Tracy, Minnesota, but he just got a divorce so now I don't know his address. Um... Yeah, that's the one... That's the one we got on... on- Okay. ... on here. So you need the medical or dental? I just need the medical. Okay. Let me put you in a... Well now I... Okay, let me put you in a brief while I get the information. You there? Yes. All right, so I could give you... If you have an email, I could send it to an email, or I- Yeah, it's, um, my email is my first name, last name. So it's K-L-A-R-I-S-A and then G-I-L-L-E-T-T-E, and then @seven@icloud.com. Okay. Can you spell the first name? I'm sorry. I just- Yeah. Um, K-L-A-R-I-S-A. All right. Let me see your email address. All right. So let me put you on a brief, uh, while. Okay. I'll generate the email and then that I'll see you? Okay. All right. Thank you. Ms. Gilliss? Yes. Thank you for holding. Um, let me see. I went ahead and emailed you the ID card. It's coming in from info.benefits in your card. Check your spam and junk mail. You might go there. Okay. And on that screen, anything there? What was that, ma'am? Uh, no, I'm not seeing anything yet. Okay. All right, let me, let me try it again one more time. Okay. Are you, your last name is without the S, right? Without, without the S? Mm-hmm. At the end is Gillis- Yeah. Yeah, no S. Bear with me. I, um... I'll send you a bill for the card just in case. Okay. One more time. Let me know if you get them. I have still not gotten anything. So, it's your first name

Clarisa, right? K-L- Yes. A-R-I-S-A Gillette. Your last name was, is G-I-L-L-E-T-T-E, number seven at Gmail? Yes. Ycom. Oh, my God. No wonder. That's okay. I'm so sorry about that. My God. That's okay. Hopefully it did arrive now. Okay. Okay, I got it. All right, thank you. Anything else I can do for you? No, that was all. All right. Thank you. Thank you for giving us a call. Have a great rest of the day. You, too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card issue. Yeah, how may I help you?

Speaker speaker_1: Um, I just am trying to get the... my health insurance number.

Speaker speaker_0: Okay. Um, who do you work for?

Speaker speaker_1: Uh, um, so it's under my dad, but he works for... What does he work for? ADM.

Speaker speaker_0: That's the name of the staffing agency?

Speaker speaker_1: Yes, I believe so.

Speaker speaker_0: ADM?

Speaker speaker_1: Yeah, I can give you his name if that works.

Speaker speaker_0: No, I will need his last... the last four digits of his social and the name of the staffing agency he works for.

Speaker speaker_1: Okay. Um, it is ADM and his last four is 4455.

Speaker speaker_0: 4455?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: One second. ADM. It doesn't sound familiar, ADM. You don't know if it starts by 80 or anything?

Speaker speaker_1: The guy, um... Let me look. It's a corn processing. ADM, um, wait. ADM, sorry, it's not loading, I'm trying to look is all.

Speaker speaker_0: No problem. Take your time.

Speaker speaker_1: Um, ADM. It's in Marshall, Minnesota. It's a... I think it's a corn plant. It's corn processing. ADM Corn Processing.

Speaker speaker_0: Well, we are not in your area, so I won't be able to tell you exactly, um, 'cause we go by the actual... actual, um, staffing agency. And I do not have anything under that ADM.

Speaker speaker_1: Is it Archer Daniels Midland?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Archer Daniels Midland Insulagen Incorporation?

Speaker speaker_0: Solid, you said?

Speaker speaker_1: Yeah, Archer Daniels Midland Insulagen Incorporation. I think that's the full name of it.

Speaker speaker_0: No, I don't think that's the name of the staffing agency. That's... I think it's just the name of the company he's behind.

Speaker speaker_1: I've called. He told me just to say ADM. I've called before and they give me the dental insurance.

Speaker speaker_0: ADM. Is that all?

Speaker speaker_1: Yeah.

Speaker speaker_0: Oh. Can you repeat the last four for me, please?

Speaker speaker_1: Yeah. 4455.

Speaker speaker_0: Hmm.

Speaker speaker_1: It's for Troy Gillette.

Speaker speaker_0: This is Focus. Focus Force Management. What is your name?

Speaker speaker_1: Uh, Clarissa Gillette.

Speaker speaker_0: Your date of birth.

Speaker speaker_1: 3703.

Speaker speaker_0: Can you verify the mailing address for me, please?

Speaker speaker_1: For my father?

Speaker speaker_0: Yes. The... The one we have an account.

Speaker speaker_1: I don't know. Um, it might be 900 South St. Tracy, Minnesota, but he just got a divorce so now I don't know his address. Um...

Speaker speaker_0: Yeah, that's the one... That's the one we got on... on-

Speaker speaker_1: Okay.

Speaker speaker_0: ... on here. So you need the medical or dental?

Speaker speaker_1: I just need the medical.

Speaker speaker_0: Okay. Let me put you in a... Well now I... Okay, let me put you in a brief while I get the information. You there?

Speaker speaker_2: Yes.

Speaker speaker_0: All right, so I could give you... If you have an email, I could send it to an email, or I-

Speaker speaker_2: Yeah, it's, um, my email is my first name, last name. So it's K-L-A-R-I-S-A and then G-I-L-L-E-T-T-E, and then @seven@icloud.com.

Speaker speaker_0: Okay. Can you spell the first name? I'm sorry. I just-

Speaker speaker_2: Yeah. Um, K-L-A-R-I-S-A.

Speaker speaker_0: All right. Let me see your email address. All right. So let me put you on a brief, uh, while.

Speaker speaker_2: Okay.

Speaker speaker_0: I'll generate the email and then that I'll see you?

Speaker speaker_2: Okay.

Speaker speaker_0: All right. Thank you. Ms. Gilliss?

Speaker speaker_2: Yes.

Speaker speaker_0: Thank you for holding. Um, let me see. I went ahead and emailed you the ID card. It's coming in from info.benefits in your card. Check your spam and junk mail. You might go there.

Speaker speaker_2: Okay.

Speaker speaker_0: And on that screen, anything there? What was that, ma'am?

Speaker speaker_2: Uh, no, I'm not seeing anything yet.

Speaker speaker_0: Okay. All right, let me, let me try it again one more time.

Speaker speaker_2: Okay.

Speaker speaker_0: Are you, your last name is without the S, right?

Speaker speaker_2: Without, without the S?

Speaker speaker_0: Mm-hmm. At the end is Gillis-

Speaker speaker_2: Yeah. Yeah, no S.

Speaker speaker_0: Bear with me.

Speaker speaker_3: I, um... I'll send you a bill for the card just in case.

Speaker speaker_4: Okay.

Speaker speaker_3: One more time. Let me know if you get them.

Speaker speaker_4: I have still not gotten anything.

Speaker speaker_3: So, it's your first name Clarisa, right? K-L-

Speaker speaker_4: Yes.

Speaker speaker_3: A-R-I-S-A Gillette. Your last name was, is G-I-L-L-E-T-T-E, number seven at Gmail?

Speaker speaker_4: Yes. Ycom.

Speaker speaker_3: Oh, my God. No wonder.

Speaker speaker_4: That's okay.

Speaker speaker_3: I'm so sorry about that. My God.

Speaker speaker_4: That's okay.

Speaker speaker_3: Hopefully it did arrive now.

Speaker speaker_4: Okay. Okay, I got it.

Speaker speaker_3: All right, thank you. Anything else I can do for you?

Speaker speaker_4: No, that was all.

Speaker speaker_3: All right.

Speaker speaker_4: Thank you.

Speaker speaker_3: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_4: You, too.