

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card, this is Pamela speaking. How may I help you? How you doing, Pamela? Uh, my name is Marcus Duke. I was calling you in reference to my account that I have with you guys. Um, I just... I needed to know the name of the, uh, insurance that we have. Okay. So let me... I want... Gonna need to open your account. Mm-hmm. So that way I'm able to tell you... I w- I'm able to see the plan that you're enrolled in. Mm-hmm. And tell you who's the carrier. Okay. May I have the last four digits of your Social and the staffing agency you work for? 8310BG Multifamily. A- A- And your first and last name, sir? Marcus Duke. Mr. Duke, 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? 5955 Bill Fella, Apartment 8. And you said you need my what? Your date of birth. 5/12/92. And what's the city and state you're located, sir? St. Louis, Missouri. Is your ZIP code 63147? Correct. All right. Let me, um, see. And you ha- we have a phone number on file, 6363383219, and your email is your first name, last name 074@gmail.com? Correct. That, that phone number is no longer, uh... The, it's been updated. No problem. So is the number you're calling from a good number? Yes. Okay. All right. Okay. So your medical, it's through American Public Life? American Public Life? Yes, sir. Okay. Um, would you happen to have the account number for that? Um, if you would like, um, I could send you the ID card. Yes. Please. All right. Let me put you on hold for a while, get the information. All right. Thank you. Mr. Duke? Yeah. Do you need just your medical or all your cards? Um, medical. If you could send all of them, that'd be great though. Okay. I'll be right back with you. Just one more second. Sir? Yes, I'm here. Thank you for holding. So check your spam and junk mail. It might go there, and the email's coming from info@benefitsinacard. Okay. I'll check it right now. Is there anything else I can do for you? Uh, that'd be it at the moment. All right. Thank you for giving us a call today. Have a great rest of the day, sir. You too. Mm.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefit Center Card, this is Pamela speaking. How may I help you?

Speaker speaker_2: How you doing, Pamela? Uh, my name is Marcus Duke. I was calling you in reference to my account that I have with you guys. Um, I just... I needed to know the name of the, uh, insurance that we have.

Speaker speaker_1: Okay. So let me... I want... Gonna need to open your account.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So that way I'm able to tell you... I w- I'm able to see the plan that you're enrolled in.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And tell you who's the carrier.

Speaker speaker_2: Okay.

Speaker speaker_1: May I have the last four digits of your Social and the staffing agency you work for?

Speaker speaker_2: 8310BG Multifamily.

Speaker speaker_1: A- A- And your first and last name, sir?

Speaker speaker_2: Marcus Duke.

Speaker speaker_1: Mr. Duke, 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: 5955 Bill Fella, Apartment 8. And you said you need my what?

Speaker speaker_1: Your date of birth.

Speaker speaker_2: 5/12/92.

Speaker speaker_1: And what's the city and state you're located, sir?

Speaker speaker_2: St. Louis, Missouri.

Speaker speaker_1: Is your ZIP code 63147?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. Let me, um, see. And you ha- we have a phone number on file, 6363383219, and your email is your first name, last name 074@gmail.com?

Speaker speaker_2: Correct. That, that phone number is no longer, uh... The, it's been updated.

Speaker speaker_1: No problem. So is the number you're calling from a good number?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right. Okay. So your medical, it's through American Public Life?

Speaker speaker_2: American Public Life?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Um, would you happen to have the account number for that?

Speaker speaker_1: Um, if you would like, um, I could send you the ID card.

Speaker speaker_2: Yes. Please.

Speaker speaker_1: All right. Let me put you on hold for a while, get the information.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Mr. Duke?

Speaker speaker_2: Yeah.

Speaker speaker_1: Do you need just your medical or all your cards?

Speaker speaker_2: Um, medical. If you could send all of them, that'd be great though.

Speaker speaker_1: Okay. I'll be right back with you. Just one more second. Sir?

Speaker speaker_3: Yes, I'm here.

Speaker speaker_1: Thank you for holding. So check your spam and junk mail. It might go there, and the email's coming from info@benefitsinacard.

Speaker speaker_3: Okay. I'll check it right now.

Speaker speaker_1: Is there anything else I can do for you?

Speaker speaker_3: Uh, that'd be it at the moment.

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

Speaker speaker_3: You too.

Speaker speaker_1: Mm.