

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? Uh, this is Jonathan Gray. Um, I haven't received my, uh, benefits card yet, in the mail. And I was c- checking the status of it. Okay. May I have the last four digits of your Social and the staffing agency you work for? My, my S- the last four of my Social is 3777 and I work for Kimberly-Clark at MEU at Kimberly-Clark. MEU? Y- yeah. And you said 3777? Y- y- yeah. Can you repeat your f- uh, your first and last name for me? Um, my, my last name is G-R-A-Y. I wanted to make sure. All right. Mr. Gray, Mr. Gray- Yeah. For security and just to make sure we are in the correct file, can you please verify your complete address and date of birth? My address is 521 Ellison Way, Augusta, Georgia 30907. And, uh, my phone number is 706-513-8318. Okay. So, um, your benefits became effective, the benefits on Monday. Uh, I'm gonna put you in a brief hold to see if they're out- Hello? Sir? Yes. Yes, hello? Hello? Yes, I'm here. Okay. So, I'm gonna check if the ID cards are available and I could email it out to you, because the benefits just became effective on Monday and it usually takes seven to 10 days for you to receive them. Um, all right. All right? Just bear with me. Um, okay. Mr. Gray? Mr. Gray? Sir? I have to disconnect. Call 911.

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: Uh, this is Jonathan Gray. Um, I haven't received my, uh, benefits card yet, in the mail. And I was c- checking the status of it.

Speaker speaker_0: Okay. May I have the last four digits of your Social and the staffing agency you work for?

Speaker speaker_1: My, my S- the last four of my Social is 3777 and I work for Kimberly-Clark at MEU at Kimberly-Clark.

Speaker speaker_0: MEU?

Speaker speaker_1: Y- yeah.

Speaker speaker_0: And you said 3777?

Speaker speaker_1: Y- y- yeah.

Speaker speaker_0: Can you repeat your f- uh, your first and last name for me?

Speaker speaker_1: Um, my, my last name is G-R-A-Y.

Speaker speaker_0: I wanted to make sure. All right. Mr. Gray, Mr. Gray-

Speaker speaker_1: Yeah.

Speaker speaker_0: For security and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: My address is 521 Ellison Way, Augusta, Georgia 30907. And, uh, my phone number is 706-513-8318.

Speaker speaker_0: Okay. So, um, your benefits became effective, the benefits on Monday. Uh, I'm gonna put you in a brief hold to see if they're out-

Speaker speaker_1: Hello?

Speaker speaker_0: Sir?

Speaker speaker_1: Yes. Yes, hello?

Speaker speaker_0: Hello?

Speaker speaker_1: Yes, I'm here.

Speaker speaker_0: Okay. So, I'm gonna check if the ID cards are available and I could email it out to you, because the benefits just became effective on Monday and it usually takes seven to 10 days for you to receive them.

Speaker speaker_1: Um, all right.

Speaker speaker_0: All right? Just bear with me.

Speaker speaker_1: Um, okay.

Speaker speaker_2: Mr. Gray? Mr. Gray? Sir? I have to disconnect. Call 911.