

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... Thank you for calling Benefits in a Card. This is Y- yes, ma'am. Hello? Yes. Oh, hey. How you doing? Good. How are you, sir? I was just... All right. I was just calling to ask a question about, um, it, it keeps... It says here some kind of claim that I'm supposed to file. I was trying to see did it come through on y'all end. We do not process the claim. Um- Ma'am. We do not process claims here. What was the claim about? Medical or dental? Uh, medical. A short-term disability claim. Okay. So I will have to refer you to the correct department, sir. Yes, ma'am. Thank you. Bear with me. Okay.

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... Thank you for calling Benefits in a Card. This is

Speaker speaker_2: Y- yes, ma'am. Hello?

Speaker speaker_1: Yes.

Speaker speaker_2: Oh, hey. How you doing?

Speaker speaker_1: Good. How are you, sir?

Speaker speaker_2: I was just... All right. I was just calling to ask a question about, um, it, it keeps... It says here some kind of claim that I'm supposed to file. I was trying to see did it come through on y'all end.

Speaker speaker_1: We do not process the claim. Um-

Speaker speaker_2: Ma'am.

Speaker speaker_1: We do not process claims here. What was the claim about? Medical or dental?

Speaker speaker_2: Uh, medical. A short-term disability claim.

Speaker speaker_1: Okay. So I will have to refer you to the correct department, sir.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Thank you. Bear with me.

Speaker speaker_2: Okay.