

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? Yes, I'm trying to get some information from you guys so I can go to the doctor. Okay. Um, do you have your ID? Do I have my ID? Yes, your ID card. Well, I don't... I don't... No, I don't have any insurance card from you guys yet. Oh, okay. Oh, let me pull up your file. Who do you work for sir? Old Tray Staffing. Can I have the last four digits of your Social? Ma'am? May I have the last four digits of your Social? 35516. First and last name? Zachary Pernel. Mr. Pernel, for security reasons and just to make sure we are in the correct file, can we please verify your complete address and date of birth? 519 Capitol Park Way, Montgomery, Alabama 36108. All right. And what was the date of birth? 08/05/79. Thank you for the information. We have a phone number on file 334-801-4732. And your email is your first name, last name, number seven@gmail.com. Yes, ma'am. Or it could be gmail7 or gmail79.com. Email 79? Either one of those. Email 79? Yes, either one of those emails, I still can get it. Okay, so you got Zach... We got Zachary Pernel... Pernel, number seven@gmail.com. Okay. And you also have the same one but 79@gmail.com? Yes, ma'am. One second. Let me find why it... why it happened. Just bear with me. So this has got to be the party's first. Mr. Pernel? Yes, ma'am. Have you seen the ID card? Can you please check your email? Okay, I got... I got the, uh, the information and stuff, the private policy and all that stuff. Okay. But I... What- what- what can I take to the doctor though? I don't have no numbers or nothing to give to them. Okay, so on the email it says that, um, where you call to get the providers in your area. That's this MultiPlan. Hold on. Let me... I'm going to let my old man explain this to you. Okay, um, did you open the PDF file that are attached to the email? Sir? I'll give you a call in a minute. Hold on, y'all. Hold on. Hold on. I'ma call y'all right back. I'ma call y'all right back. Hello? Yes, ma'am? N- Say that again. Do you check the PDF file attached to the email? The PDF file attached to the email? Are you able to see the actual ID card? Hold on. Where was the email sent... Where the email at that they sent you? It was sent to both of the emails. You see zachary.pernel7@gmail.com and- Yeah, what day did you send it? Today. Just now. Oh, right here. Oh, there you go, Jonah. See this over here? Jonah, load this up and send it back. Put that... Put that print on. He come home, he got messages. Yeah, yeah. He put it on the... in the car. Hello? Yes, ma'am. Is this all you need from us then? That's it. Is there anything else I need? Th- th- these are the cards he need right here? That's all the benefits that he's enrolled in. Okay, these are going to be what you enroll in. Okay, it's on there. Okay, thank you, ma'am. No problem. Thank you for giving us a call. Have a great rest of the day. You too. Hey, you got the, um... Trying to see how you can afford it.

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: Yes, I'm trying to get some information from you guys so I can go to the doctor.

Speaker speaker_0: Okay. Um, do you have your ID?

Speaker speaker_1: Do I have my ID?

Speaker speaker_0: Yes, your ID card.

Speaker speaker_1: Well, I don't... I don't... No, I don't have any insurance card from you guys yet.

Speaker speaker_0: Oh, okay. Oh, let me pull up your file. Who do you work for sir?

Speaker speaker_1: Old Tray Staffing.

Speaker speaker_0: Can I have the last four digits of your Social?

Speaker speaker_1: Ma'am?

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: 35516.

Speaker speaker_0: First and last name?

Speaker speaker_1: Zachary Pernell.

Speaker speaker_0: Mr. Pernell, for security reasons and just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker_1: 519 Capitol Park Way, Montgomery, Alabama 36108.

Speaker speaker_0: All right. And what was the date of birth?

Speaker speaker_1: 08/05/79.

Speaker speaker_0: Thank you for the information. We have a phone number on file 334-801-4732. And your email is your first name, last name, number seven@gmail.com.

Speaker speaker_1: Yes, ma'am. Or it could be gmail7 or gmail79.com.

Speaker speaker_0: Email 79?

Speaker speaker_1: Either one of those.

Speaker speaker_0: Email 79?

Speaker speaker_1: Yes, either one of those emails, I still can get it.

Speaker speaker_0: Okay, so you got Zach... We got Zachary Pernell... Pernell, number seven@gmail.com.

Speaker speaker_1: Okay.

Speaker speaker_0: And you also have the same one but 79@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: One second. Let me find why it... why it happened. Just bear with me.

Speaker speaker_2: So this has got to be the party's first.

Speaker speaker_0: Mr. Pernell?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Have you seen the ID card? Can you please check your email?

Speaker speaker_1: Okay, I got... I got the, uh, the information and stuff, the private policy and all that stuff.

Speaker speaker_0: Okay.

Speaker speaker_1: But I... What- what- what can I take to the doctor though? I don't have no numbers or nothing to give to them.

Speaker speaker_0: Okay, so on the email it says that, um, where you call to get the providers in your area. That's this MultiPlan.

Speaker speaker_1: Hold on. Let me... I'm going to let my old man explain this to you.

Speaker speaker_0: Okay, um, did you open the PDF file that are attached to the email? Sir?

Speaker speaker_3: I'll give you a call in a minute. Hold on, y'all. Hold on. Hold on. I'ma call y'all right back. I'ma call y'all right back.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, ma'am?

Speaker speaker_1: N- Say that again.

Speaker speaker_0: Do you check the PDF file attached to the email?

Speaker speaker_1: The PDF file attached to the email?

Speaker speaker_0: Are you able to see the actual ID card?

Speaker speaker_1: Hold on. Where was the email sent... Where the email at that they sent you?

Speaker speaker_0: It was sent to both of the emails. You see zachary.pernell7@gmail.com and-

Speaker speaker_1: Yeah, what day did you send it?

Speaker speaker_3: Today.

Speaker speaker_0: Just now.

Speaker speaker_1: Oh, right here. Oh, there you go, Jonah. See this over here?

Speaker speaker_3: Jonah, load this up and send it back.

Speaker speaker_1: Put that... Put that print on.

Speaker speaker_3: He come home, he got messages.

Speaker speaker_1: Yeah, yeah. He put it on the... in the car. Hello?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Is this all you need from us then?

Speaker speaker_3: That's it. Is there anything else I need?

Speaker speaker_1: Th- th- these are the cards he need right here?

Speaker speaker_0: That's all the benefits that he's enrolled in.

Speaker speaker_1: Okay, these are going to be what you enroll in.

Speaker speaker_3: Okay, it's on there.

Speaker speaker_1: Okay, thank you, ma'am.

Speaker speaker_0: No problem. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too. Hey, you got the, um... Trying to see how you can afford it.