

## 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? Hey, um, I'm trying to call for my dental and I couldn't... I haven't got the card yet. Do you guys think can check my thing, see if it's, uh, active or something? You need an ID card for your health, for your dental. Oh. Oh, so do you guys have the number for the dental here? I think... Okay, so who do you work for sir? So go back to line- I work, I work- Hello? For, uh, Doherty. May I have the last four digits of your social? 1709. Your first and last name? Um, Adrian Aravaca. Mr. Aravaca, for security reasons, and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Mm-hmm. It's 431 7th Street North, 56520. And you said your number, right? My number? Your date of birth. Oh, date of birth is August 24th, 2001. We have a phone number of 570-1899340A? Mm-hmm. And your email is adproduction2021@gmail.com? That's correct. All right. So you need your dental card. Sorry, what was that? You need the information for your dental benefits. Yes, because I'm trying to book or look for a provider for the dental because I need to make an appointment. You never received your ID card? I haven't... Yeah, I got the- Oh. ... vision and I think I have the medical card. You should have received your dental and vision, and the medical card, it will go to you email. So you only get the physical one for dental and vision. Dental is with- Maybe the one you have there is for your dental. It should say Carrington on it. Hmm. I can, I can try to look but, yeah. If I can- I can send you a copy if you would like to. Ah, that'd be, that'd be great. All right then. Let me put you in a brief hold while I pull up the information. Okay. Mr. Aravaca? Hey. Sir, I went ahead and emailed you the ID card for your dental and medical. Okay. Um, check your spam and junk mail. The email's coming in from info@benefitsinacard. Okay. Yeah, I have it. Yep. All right. Anything else I could do for you, sir? Um, do you think you can see where... Oh, do I have to call them to see what provider- You do have to call them. Okay. Unfortunately, yeah. Anything else, sir? Okay, sounds good. Thank you so much. That'll be all right. All right. Appreciate it. Not to call. Have a great rest of the day. You too. Bye-bye.

### 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: Hey, um, I'm trying to call for my dental and I couldn't... I haven't got the card yet. Do you guys think can check my thing, see if it's, uh, active or something?

Speaker speaker\_0: You need an ID card for your health, for your dental.

Speaker speaker\_1: Oh. Oh, so do you guys have the number for the dental here?

Speaker speaker\_0: I think... Okay, so who do you work for sir? So go back to line-

Speaker speaker\_1: I work, I work-

Speaker speaker\_0: Hello?

Speaker speaker\_1: For, uh, Doherty.

Speaker speaker\_0: May I have the last four digits of your social?

Speaker speaker\_1: 1709.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Um, Adrian Aravaca.

Speaker speaker\_0: Mr. Aravaca, for security reasons, and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_1: Mm-hmm. It's 431 7th Street North, 56520. And you said your number, right? My number?

Speaker speaker\_0: Your date of birth.

Speaker speaker\_1: Oh, date of birth is August 24th, 2001.

Speaker speaker\_0: We have a phone number of 570-1899340A?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And your email is adproduction2021@gmail.com?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: All right. So you need your dental card.

Speaker speaker\_1: Sorry, what was that?

Speaker speaker\_0: You need the information for your dental benefits.

Speaker speaker\_1: Yes, because I'm trying to book or look for a provider for the dental because I need to make an appointment.

Speaker speaker\_0: You never received your ID card?

Speaker speaker\_1: I haven't... Yeah, I got the-

Speaker speaker\_0: Oh.

Speaker speaker\_1: ... vision and I think I have the medical card.

Speaker speaker\_0: You should have received your dental and vision, and the medical card, it will go to you email. So you only get the physical one for dental and vision.

Speaker speaker\_1: Dental is with-

Speaker speaker\_0: Maybe the one you have there is for your dental. It should say Carrington on it.

Speaker speaker\_1: Hmm. I can, I can try to look but, yeah. If I can-

Speaker speaker\_0: I can send you a copy if you would like to.

Speaker speaker\_1: Ah, that'd be, that'd be great.

Speaker speaker\_0: All right then. Let me put you in a brief hold while I pull up the information.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Mr. Aravaca?

Speaker speaker\_1: Hey.

Speaker speaker\_0: Sir, I went ahead and emailed you the ID card for your dental and medical.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, check your spam and junk mail. The email's coming in from info@benefitsinacard.

Speaker speaker\_1: Okay. Yeah, I have it. Yep.

Speaker speaker\_0: All right. Anything else I could do for you, sir?

Speaker speaker\_1: Um, do you think you can see where... Oh, do I have to call them to see what provider-

Speaker speaker\_0: You do have to call them.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Unfortunately, yeah. Anything else, sir?

Speaker speaker\_1: Okay, sounds good. Thank you so much. That'll be all right.

Speaker speaker\_0: All right.

Speaker speaker\_1: Appreciate it.

Speaker speaker\_0: Not to call. Have a great rest of the day.

Speaker speaker\_1: You too. Bye-bye.