

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Sandra speaking. How may I help you? Hi, um, this is Stephanie with American Public Life and we've got a mutual member together. They are... We haven't been able to process their claims because we're waiting on Vic to confirm eligibility, so I wanted to check on that, um, and see what's going on. Okay. So, the only thing I could... The only thing I will be able to provide to you is the date of the service the member was active, um, because their back office is the one that sent out those files to you guys. Um, let's see. Okay. Mm-hmm. Who... Who did the member work for? Uh, worked for... Barnet Towing. No, that's not right. Hold on a second. Mm-hmm. Is that one of your groups? It doesn't sound familiar, but let me check if I have any aliases on that under... By name you said, right? Yeah, Barnet Towing, but... Okay. No. I'm looking at the... Looking at the date and I... Or the group number, and it's not a Vic's number. Okay. Okay. All right. Well, thank you so much. No problem. Okay. Good-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Sandra speaking. How may I help you?

Speaker speaker\_1: Hi, um, this is Stephanie with American Public Life and we've got a mutual member together. They are... We haven't been able to process their claims because we're waiting on Vic to confirm eligibility, so I wanted to check on that, um, and see what's going on.

Speaker speaker\_0: Okay. So, the only thing I could... The only thing I will be able to provide to you is the date of the service the member was active, um, because their back office is the one that sent out those files to you guys. Um, let's see.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Mm-hmm. Who... Who did the member work for?

Speaker speaker\_1: Uh, worked for... Barnet Towing. No, that's not right. Hold on a second.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Is that one of your groups?

Speaker speaker\_0: It doesn't sound familiar, but let me check if I have any aliases on that under... By name you said, right?

Speaker speaker\_1: Yeah, Barnet Towing, but... Okay.

Speaker speaker\_0: No.

Speaker speaker\_1: I'm looking at the... Looking at the date and I... Or the group number, and it's not a Vic's number. Okay. Okay.

Speaker speaker\_0: All right.

Speaker speaker\_1: Well, thank you so much.

Speaker speaker\_0: No problem.

Speaker speaker\_1: Okay. Good-bye.

Speaker speaker\_0: Bye.