

Transcript: Pamela

Blanc-6694098138251264-5364010855645184

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Hi, I'm John calling from Medical City, Denton to discuss about the status of the claim. Okay. Do you have the claim number so I could relay, um... I don't have a claim number. I have only policy number. Okay. And, um... Let's see. I could transfer you to the correct department, but I don't... I believe they are not open at this time. Um... Could you kindly transfer the call? Sure. Bear with me. I need, um, also the policy number to help you with that. 2465999. We do not have a policy number with numbers... with letters. I'm sorry. Hello? Here, I have one. Yes. Here I have only numbers. Okay. Uh, could you kindly transfer the call? I will try. Yes. Just bear with me.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi, I'm John calling from Medical City, Denton to discuss about the status of the claim.

Speaker speaker_1: Okay. Do you have the claim number so I could relay, um...

Speaker speaker_2: I don't have a claim number. I have only policy number.

Speaker speaker_1: Okay. And, um... Let's see. I could transfer you to the correct department, but I don't... I believe they are not open at this time. Um...

Speaker speaker_2: Could you kindly transfer the call?

Speaker speaker_1: Sure. Bear with me. I need, um, also the policy number to help you with that.

Speaker speaker_2: 2465999.

Speaker speaker_1: We do not have a policy number with numbers... with letters. I'm sorry. Hello?

Speaker speaker_2: Here, I have one. Yes. Here I have only numbers. Okay. Uh, could you kindly transfer the call? I will try.

Speaker speaker_1: Yes. Just bear with me.