

Transcript: Francesca

Baez-4963128369659904-4632612005134336

Full Transcript

Thank you for calling Benefiting Our Car. My name is Francesca. How can I assist you today? Hi, this is calling from a dental office regarding EOB. Hello? Hi. Can you hear me? Ma'am, you sound very far away. Oh, sorry. Can you hear me better now? A little bit better. Yes, ma'am. How can we assist you today? Yes, uh, so we have an EOP here that's requesting more information for a dental office. We wonder what's necessary from our end. You'll have to speak with the carrier. Bear with me one moment while I get you transferred over to American Public Life. Okay. Mm-hmm.

Conversation Format

Speaker speaker_0: Thank you for calling Benefiting Our Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, this is calling from a dental office regarding EOB.

Speaker speaker_0: Hello?

Speaker speaker_1: Hi. Can you hear me?

Speaker speaker_0: Ma'am, you sound very far away.

Speaker speaker_1: Oh, sorry. Can you hear me better now?

Speaker speaker_0: A little bit better. Yes, ma'am. How can we assist you today?

Speaker speaker_1: Yes, uh, so we have an EOP here that's requesting more information for a dental office. We wonder what's necessary from our end.

Speaker speaker_0: You'll have to speak with the carrier. Bear with me one moment while I get you transferred over to American Public Life.

Speaker speaker_1: Okay. Mm-hmm.