

Transcript: Francesca

Baez-5315674520469504-6591555704504320

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for holding. My name is Francesca. How may I assist you today? Um, hey, this is James Goody. Um, I was calling to try and get my information for my, uh, insurance card, I guess. Like the number I What staffing company... I need to support. What staffing company do you work with? Uh, G Stamp. I'm sorry? You said, you asked me what company I work for? No, sorry, staffing company. Oh, my bad. Uh, Partner, I think it's Partner Personal or Personal Partners, one of the two. What are the last four of your Social? Eight, seven, eight, four. Mr. James, what did you say the last one was? I'm sorry, the last name? Gilliam. G-I-L-L-I-A-M. Okay, got it. And for security purposes, to make sure I'm in the right account, can you please verify your mailing address and date of birth, please? 200 Harden Road, Lot 20, Lawrence, South Carolina, 29360. 5/10/1995. I have this phone number to reach you as 864-548-6312? Yes, ma'am. And I have your email down as jamesgilliam95@gmail.com? Yes, ma'am. All right, let me place you in a quick hold while I get in touch with you digital copies of your benefits cards. Okay? Okay. Thank you. Thank you for holding. I went ahead and sent you three PDF files, which will be your dental and medical cards. Okay. And I have another question. What's the main car-, um, carrier for this, um, insurance? For the medical, I guess? It's split into two. Your preventative services are with the carrier 90 per-, 90 Degree. And then the hospital indemnity is with American Public Life. They also go by APL. Okay. Is any office in Wichita, um, what you just say if it with that, or you don't know? I'm sorry? Um, is it gonna show that on my, um, like carrier once I get a ID card? Yes, sir. The medical ID cards will have the carriers on them. All right. Appreciate you. No problem, sir. Was there anything else that I can assist you with today? No, ma'am. That was it. All right. I hope you have a wonderful rest of your day, and thank you for your time today. All right. You too. All right. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for holding. My name is Francesca. How may I assist you today?

Speaker speaker_2: Um, hey, this is James Goody. Um, I was calling to try and get my information for my, uh, insurance card, I guess. Like the number I

Speaker speaker_3: What staffing company...

Speaker speaker_2: I need to support.

Speaker speaker_3: What staffing company do you work with?

Speaker speaker_2: Uh, G Stamp.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: You said, you asked me what company I work for?

Speaker speaker_1: No, sorry, staffing company.

Speaker speaker_2: Oh, my bad. Uh, Partner, I think it's Partner Personal or Personal Partners, one of the two.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: Eight, seven, eight, four.

Speaker speaker_1: Mr. James, what did you say the last one was? I'm sorry, the last name?

Speaker speaker_2: Gilliam. G-I-L-L-I-A-M.

Speaker speaker_1: Okay, got it. And for security purposes, to make sure I'm in the right account, can you please verify your mailing address and date of birth, please?

Speaker speaker_2: 200 Harden Road, Lot 20, Lawrence, South Carolina, 29360. 5/10/1995.

Speaker speaker_1: I have this phone number to reach you as 864-548-6312?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And I have your email down as jamesgilliam95@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right, let me place you in a quick hold while I get in touch with you digital copies of your benefits cards. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you. Thank you for holding. I went ahead and sent you three PDF files, which will be your dental and medical cards.

Speaker speaker_2: Okay. And I have another question. What's the main car-, um, carrier for this, um, insurance? For the medical, I guess?

Speaker speaker_1: It's split into two. Your preventative services are with the carrier 90 per-, 90 Degree. And then the hospital indemnity is with American Public Life. They also go by APL.

Speaker speaker_2: Okay. Is any office in Wichita, um, what you just say if it with that, or you don't know?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Um, is it gonna show that on my, um, like carrier once I get a ID card?

Speaker speaker_1: Yes, sir. The medical ID cards will have the carriers on them.

Speaker speaker_2: All right. Appreciate you.

Speaker speaker_1: No problem, sir. Was there anything else that I can assist you with today?

Speaker speaker_2: No, ma'am. That was it.

Speaker speaker_1: All right. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_2: All right. You too.

Speaker speaker_1: All right. Bye.