

Transcript: Francesca

Baez-5922038084059136-6713055901171712

Full Transcript

Thank you for calling BenefitCard. My name is Francesca. How can I assist you today? Yeah, I'm trying to figure out who are, who the insurer- who my insurance is through. What shipping company do you work with? Uh, WorkSource. What are the last four of your Social? My Social? The last four. 9954. And your last name? Madison. To make sure I have the correct account, please verify your mailing address and date of birth. Uh, 8/25/89 and 3419 South 66, Fort Smith, Arkansas, 72903. And what is the date of birth? 8/25/89. I have the best phone number to reach you down as 479-401-7854. Yeah. Yes, yes. And we have two emails. One of them down as first and last name 479 at gmail and the other one at icloud.com. Yeah, both of them are good. Your medical and dental are with the carrier American Public Life. And your vision is with MetLife. American Public Life? Yes, sir. They also go by APL. Okay. All right. That's what I needed. Thank you. Of course. Was there anything else we can assist you with today? No, that's it. All right. I hope you have a wonderful rest of your day. Thank you for your time today. All right. Thank you. Goodbye. American Public Life.

Conversation Format

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

Speaker speaker_1: Yeah, I'm trying to figure out who are, who the insurer- who my insurance is through.

Speaker speaker_0: What shipping company do you work with?

Speaker speaker_1: Uh, WorkSource.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: My Social?

Speaker speaker_0: The last four.

Speaker speaker_1: 9954.

Speaker speaker_0: And your last name?

Speaker speaker_1: Madison.

Speaker speaker_0: To make sure I have the correct account, please verify your mailing address and date of birth.

Speaker speaker_1: Uh, 8/25/'89 and 3419 South 66, Fort Smith, Arkansas, 72903.

Speaker speaker_0: And what is the date of birth?

Speaker speaker_1: 8/25/'89.

Speaker speaker_0: I have the best phone number to reach you down as 479-401-7854.

Speaker speaker_1: Yeah. Yes, yes.

Speaker speaker_0: And we have two emails. One of them down as first and last name 479 at gmail and the other one at icloud.com.

Speaker speaker_1: Yeah, both of them are good.

Speaker speaker_0: Your medical and dental are with the carrier American Public Life. And your vision is with MetLife.

Speaker speaker_1: American Public Life?

Speaker speaker_0: Yes, sir. They also go by APL.

Speaker speaker_1: Okay. All right. That's what I needed. Thank you.

Speaker speaker_0: Of course. Was there anything else we can assist you with today?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Goodbye.

Speaker speaker_1: American Public Life.