

## **Transcript: Franchesca**

**Baez-5970041563463680-5961648459169792**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello? Yes, sir. Yeah, my name is John Haycock and I'm working for Tetra Pak through Oxford Consulted Corporation and, um, I just wanted to check on my dental insurance to make sure that it's in, it's in effect because I have... My wife and I have some cleaning appointments with the dentist and I want to make sure we're all covered. Understood. And we said you are with Experts Global, correct? Correct. What are the last four of your Social? 0955. For security purposes, can you please verify your mailing address and date of birth? 1248 Queen, Queen Way, Venicia, California 95334. Um, 1554. We have the best phone number to reach you down as 209-202-6997. That's correct. And we have your email down as 421firebird@gmail.com. Correct. Yes, sir. I show you guys both active for this week, December 2nd to the 8th for your dental plan. Okay, so then our, our, our cleanings will be covered for the, the next, uh, week or two then, correct? So these are weekly coverages. We can only confirm current week since it gets received every Monday, the payment. I can only advise you that you're currently active on the Monday of this week, the 2nd, all the way to this Sunday, 8th. As far as the next week goes- Okay. ... you'll have to call in Monday, Tuesday to make sure that we received it, or just make sure that you see the deduction of the \$7.01 from your paycheck- Well, I mean, it's al- ... that you received this week. Hmm? It's automatically deducted from my, uh, my paycheck, so, so go ahead. So... Okay. Okay. So it's active and we're good. Yes, sir. Okay. That's what I needed to know. Thank you. You're welcome. Have a wonderful- You have a wonderful day and thank you for your help and, and kindness. Thank you. You too, sir. Have a wonderful rest of your day and thank you for calling Benefits In A Cart. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hello?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Yeah, my name is John Haycock and I'm working for Tetra Pak through Oxford Consulted Corporation and, um, I just wanted to check on my dental insurance to make sure that it's in, it's in effect because I have... My wife and I have some cleaning appointments with the dentist and I want to make sure we're all covered.

Speaker speaker\_2: Understood. And we said you are with Experts Global, correct?

Speaker speaker\_1: Correct.

Speaker speaker\_2: What are the last four of your Social?

Speaker speaker\_1: 0955.

Speaker speaker\_2: For security purposes, can you please verify your mailing address and date of birth?

Speaker speaker\_1: 1248 Queen, Queen Way, Venicia, California 95334. Um, 1554.

Speaker speaker\_2: We have the best phone number to reach you down as 209-202-6997.

Speaker speaker\_1: That's correct.

Speaker speaker\_2: And we have your email down as 421firebird@gmail.com.

Speaker speaker\_1: Correct.

Speaker speaker\_2: Yes, sir. I show you guys both active for this week, December 2nd to the 8th for your dental plan.

Speaker speaker\_1: Okay, so then our, our, our cleanings will be covered for the, the next, uh, week or two then, correct?

Speaker speaker\_2: So these are weekly coverages. We can only confirm current week since it gets received every Monday, the payment. I can only advise you that you're currently active on the Monday of this week, the 2nd, all the way to this Sunday, 8th. As far as the next week goes-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... you'll have to call in Monday, Tuesday to make sure that we received it, or just make sure that you see the deduction of the \$7.01 from your paycheck-

Speaker speaker\_1: Well, I mean, it's al-

Speaker speaker\_2: ... that you received this week. Hmm?

Speaker speaker\_1: It's automatically deducted from my, uh, my paycheck, so, so go ahead. So...

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. So it's active and we're good.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. That's what I needed to know. Thank you.

Speaker speaker\_2: You're welcome. Have a wonderful-

Speaker speaker\_1: You have a wonderful day and thank you for your help and, and kindness.

Speaker speaker\_2: Thank you. You too, sir. Have a wonderful rest of your day and thank you for calling Benefits In A Cart.

Speaker speaker\_1: Bye.