

Transcript: Francesca

Baez-6150443803000832-6749744010805248

Full Transcript

Thank you for calling Benefits 10-0-4. My name is Francesca. How can I assist you today? Yeah, I have a question regarding my benefits. Which staffing company do you work with? NordGroup. All right, what is the last four of the social and the last name to locate your account? 8865. Yes, sir. Still waiting on that last name, if you'd be so kind, please. Oh, sorry, uh, uh, Fulcinelli, Steven. All right. For security purposes, can you provide your date of birth and mailing address? 194 Smith Street, Apartment 2F, Freeport, New York, 11520. Birthdate, May 30th, 1986. I have best contact, 516-658-4837, with the email of stevefulc619@yahoo.com. Mm-hmm. All right, any more questions that you have regarding the policy? All right. Well, um, I called yesterday to see if my, uh, ID cards were ready. I knows the medical was, but the d- they said, the guys said the dental wouldn't be ready until today. I was wondering if that... if it w- if it was ready today? It should be. Let's take a look 'cause usually when they get activated during that week, by Thursday we actually have access to all of the benefit cards. Okay. So I believe yours should be here. And they sent you the medical yesterday, you said, already, correct? Correct. Yes, sir, it is. I'll go ahead and download it to send it to you. Um, well, that's the problem. Uh, where would I be able to download it? No, sir. I'm going to download it so that I can send it to your email. Oh, okay. All right. I appreciate it. Thank you. Of course. Now aside from that dental card, was there anything else that we can assist you with? Now, the name of the insurance specifically for dental is American Public Life, right? Yes, sir. You wouldn't be able to know a website where I can look up dent- dentists that use it? That email that I'm gonna send to you is actually going to have that for you. Okay, uh, great. In that case, uh, th- that's all I need. Understood. And then additionally, I did want to let you know, um, the PDF file which will be your benefit card, once you open it, on the second paragraph, there's going to be an link for a specific website where you will be able to go and be able to make a portal to see your dental benefits specifically. Okay, uh, great. Thank you very much. My pleasure. I went ahead and sent that over to you, so you are all set. All right. Thank you. My pleasure. Have a great day. Thanks. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-0-4. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yeah, I have a question regarding my benefits.

Speaker speaker_0: Which staffing company do you work with?

Speaker speaker_1: NordGroup.

Speaker speaker_0: All right, what is the last four of the social and the last name to locate your account?

Speaker speaker_1: 8865.

Speaker speaker_0: Yes, sir. Still waiting on that last name, if you'd be so kind, please.

Speaker speaker_1: Oh, sorry, uh, uh, Fulcinelli, Steven. All right.

Speaker speaker_0: For security purposes, can you provide your date of birth and mailing address?

Speaker speaker_1: 194 Smith Street, Apartment 2F, Freeport, New York, 11520. Birthdate, May 30th, 1986.

Speaker speaker_0: I have best contact, 516-658-4837, with the email of stevefulc619@yahoo.com.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right, any more questions that you have regarding the policy?

Speaker speaker_1: All right. Well, um, I called called yesterday to see if my, uh, ID cards were ready. I knows the medical was, but the d- they said, the guys said the dental wouldn't be ready until today. I was wondering if that... if it w- if it was ready today?

Speaker speaker_0: It should be. Let's take a look 'cause usually when they get activated during that week, by Thursday we actually have access to all of the benefit cards.

Speaker speaker_1: Okay.

Speaker speaker_0: So I believe yours should be here. And they sent you the medical yesterday, you said, already, correct?

Speaker speaker_1: Correct.

Speaker speaker_0: Yes, sir, it is. I'll go ahead and download it to send it to you.

Speaker speaker_1: Um, well, that's the problem. Uh, where would I be able to download it?

Speaker speaker_0: No, sir. I'm going to download it so that I can send it to your email.

Speaker speaker_1: Oh, okay. All right. I appreciate it. Thank you.

Speaker speaker_0: Of course. Now aside from that dental card, was there anything else that we can assist you with?

Speaker speaker_1: Now, the name of the insurance specifically for dental is American Public Life, right?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: You wouldn't be able to know a website where I can look up dent-
dentists that use it?

Speaker speaker_0: That email that I'm gonna send to you is actually going to have that for
you.

Speaker speaker_1: Okay, uh, great. In that case, uh, th- that's all I need.

Speaker speaker_0: Understood. And then additionally, I did want to let you know, um, the
PDF file which will be your benefit card, once you open it, on the second paragraph, there's
going to be an link for a specific website where you will be able to go and be able to make a
portal to see your dental benefits specifically.

Speaker speaker_1: Okay, uh, great. Thank you very much.

Speaker speaker_0: My pleasure. I went ahead and sent that over to you, so you are all set.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: My pleasure. Have a great day. Thanks.

Speaker speaker_1: You too. Bye.