

Transcript: Franchesca

Baez-6213794616786944-5779159093035008

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Okay. So thank you for calling Benefits How can I assist you today? Hey. Uh, my name is Mya Rice. Um, I work for the TRC Company. I was wanting to get my benefits number because I was at the dentist. Okay. What are the last four of the Social? 9487. All right. Um, and the last name, please. Rice. R-I-C-E. For security purposes, just verify your mailing address and date of birth. September 9th, 1996. And my, um, mailing address will be PO Box 292, Wagner, South Carolina, 29164. We have the... Male? Yeah, it is Rice. Okay. And I apologize. I was double-checking the PO box number that you provided was correct. Okay? And we have your best phone number to reach down as 803-634-7778. Same as caller ID shows you're calling on today? Yes, ma'am. And lastly, I have your email down as your last and first name at yahoo.com? Yes, ma'am. Okay. Now, Miss Rice, do you just need me to tell you your policy number or we just send you a digital copy of your benefit card to your email? Uh, that part where you can, um, send it over or you can... Can you do both of them? Yes, ma'am. Okay. I'm ready for the number right now. All right. Bear with me one moment while I wait for it to load. Okay. I'm sorry. It's taking a little bit longer to load than usual. That's okay. All right. There we go. It is 244- Mm-hmm. ... eight... I mean 0818. Sorry. 0818. Yes, ma'am. So it should read 244-0818. Okay. You said you'll send this to my email? Yes, ma'am. And then in the event that they ask you who that insurance plan is with, it's American Public Life. That's the name of your carrier. American Public Life. Okay. They also go by APL. Okay. All right. And I just sent it to your email from our office email which is info@benefitsandocard.com. Okay. I got it. Thank you. My pleasure. Was there anything else we can assist you with today? No, ma'am. I appreciate you. Thank you so much. I hope you have a wonderful rest of your day and thank you for calling Benefits and a Card today. All right. You have a good day. Thank you. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Okay. So thank you for calling Benefits How can I assist you today?

Speaker speaker_2: Hey. Uh, my name is Mya Rice. Um, I work for the TRC Company. I was wanting to get my benefits number because I was at the dentist.

Speaker speaker_1: Okay. What are the last four of the Social?

Speaker speaker_2: 9487.

Speaker speaker_1: All right. Um, and the last name, please.

Speaker speaker_2: Rice. R-I-C-E.

Speaker speaker_1: For security purposes, just verify your mailing address and date of birth.

Speaker speaker_2: September 9th, 1996. And my, um, mailing address will be PO Box 292, Wagner, South Carolina, 29164.

Speaker speaker_1: We have the... Male?

Speaker speaker_2: Yeah, it is Rice. Okay.

Speaker speaker_1: And I apologize. I was double-checking the PO box number that you provided was correct. Okay? And we have your best phone number to reach down as 803-634-7778. Same as caller ID shows you're calling on today?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And lastly, I have your email down as your last and first name at yahoo.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Now, Miss Rice, do you just need me to tell you your policy number or we just send you a digital copy of your benefit card to your email?

Speaker speaker_2: Uh, that part where you can, um, send it over or you can... Can you do both of them?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. I'm ready for the number right now.

Speaker speaker_1: All right. Bear with me one moment while I wait for it to load.

Speaker speaker_2: Okay.

Speaker speaker_1: I'm sorry. It's taking a little bit longer to load than usual.

Speaker speaker_2: That's okay.

Speaker speaker_1: All right. There we go. It is 244-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... eight... I mean 0818. Sorry.

Speaker speaker_2: 0818.

Speaker speaker_1: Yes, ma'am. So it should read 244-0818.

Speaker speaker_2: Okay. You said you'll send this to my email?

Speaker speaker_1: Yes, ma'am. And then in the event that they ask you who that insurance plan is with, it's American Public Life. That's the name of your carrier.

Speaker speaker_2: American Public Life. Okay.

Speaker speaker_1: They also go by APL.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. And I just sent it to your email from our office email which is info@benefitsandocard.com.

Speaker speaker_2: Okay. I got it. Thank you.

Speaker speaker_1: My pleasure. Was there anything else we can assist you with today?

Speaker speaker_2: No, ma'am. I appreciate you.

Speaker speaker_1: Thank you so much. I hope you have a wonderful rest of your day and thank you for calling Benefits and a Card today.

Speaker speaker_2: All right. You have a good day.

Speaker speaker_1: Thank you. You too. Bye-bye.