

## **Transcript: Francesca**

**Baez-6268171242749952-5554066424905728**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling benefits ... my name is Francesca, how can I assist you today? Sure, I got a question. Mm-hmm. I called a long time ago, I thought my cards got lost in the mail. They finally came in. Um, I got everything printed off. I have a question. I got my cards, I got my Wagner card, um, the... and I got the APL card. Which cards I can go to the doctor on it? APL cards 'cause it says group volunteer dental, both of them says dental. Mm-hmm. Then the other one says Wagner, um, then it says I... multiple plan. It's M-U-L-T-I-P-L-A-N. So I have three different cards. I had the Wagner card but the two I got in the mail was APL cards. Which card can I go see the doctor on it? Both of them says dental. Okay, so let me take a look at what the current policy is. What staffing company do you... well, actually no

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling benefits ... my name is Francesca, how can I assist you today?

Speaker speaker\_2: Sure, I got a question.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: I called a long time ago, I thought my cards got lost in the mail. They finally came in. Um, I got everything printed off. I have a question. I got my cards, I got my Wagner card, um, the... and I got the APL card. Which cards I can go to the doctor on it? APL cards 'cause it says group volunteer dental, both of them says dental.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Then the other one says Wagner, um, then it says I... multiple plan. It's M-U-L-T-I-P-L-A-N. So I have three different cards. I had the Wagner card but the two I got in the mail was APL cards. Which card can I go see the doctor on it? Both of them says dental.

Speaker speaker\_1: Okay, so let me take a look at what the current policy is. What staffing company do you... well, actually no