

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefity Network Plan with NHS. How may I assist you today? Yes, I was calling about, um, to see if I can get some help with a, with a hospital bill or lab work bill. Okay. Thanks, sir. Let me check and see which is your carrier so I can get you transferred to them. Let's locate your account. What staffing company do you work with? Uh, MAU. What are the last four of your Social and your last name? It's, uh, 7761 and last name is Holbert, H-O-L-B-E-R-T. Could you verify your mailing address for me and date of birth? Uh, 6-26-86 and then, uh, 308 River Forest Drive, Boiling Springs, South Carolina 29316. I have the best phone number to reach you down as 864-345-4065, same as the one caller ID shows you called on today. Yeah. Uh-huh. And the last thing is I have your email down as dgoods, your last name, @gmail.com. Yeah. Uh-huh. And was this for medical or dental? Uh, it's medical. All right. So your carrier is American Public Life. Would you like me to give you their phone number before I transfer you, or just transfer you to them? Yeah, you can just, uh, transfer and order. Understood. One moment, please.

Conversation Format

Speaker speaker_0: Thank you for calling Benefity Network Plan with NHS. How may I assist you today?

Speaker speaker_1: Yes, I was calling about, um, to see if I can get some help with a, with a hospital bill or lab work bill.

Speaker speaker_0: Okay. Thanks, sir. Let me check and see which is your carrier so I can get you transferred to them. Let's locate your account. What staffing company do you work with?

Speaker speaker_1: Uh, MAU.

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

Speaker speaker_1: It's, uh, 7761 and last name is Holbert, H-O-L-B-E-R-T.

Speaker speaker_0: Could you verify your mailing address for me and date of birth?

Speaker speaker_1: Uh, 6-26-86 and then, uh, 308 River Forest Drive, Boiling Springs, South Carolina 29316.

Speaker speaker_0: I have the best phone number to reach you down as 864-345-4065, same as the one caller ID shows you called on today.

Speaker speaker_1: Yeah. Uh-huh.

Speaker speaker_0: And the last thing is I have your email down as dgoods, your last name, @gmail.com.

Speaker speaker_1: Yeah. Uh-huh.

Speaker speaker_0: And was this for medical or dental?

Speaker speaker_1: Uh, it's medical.

Speaker speaker_0: All right. So your carrier is American Public Life. Would you like me to give you their phone number before I transfer you, or just transfer you to them?

Speaker speaker_1: Yeah, you can just, uh, transfer and order.

Speaker speaker_0: Understood. One moment, please.