

Transcript: Justin

Mills-4516651520966656-5994735726182400

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? I was calling... This is Savarian Parks. I was calling to see who my benefits are with. Like, I have dental, but I had a card and I lost it. I was trying to get a card and see who my dental insurance is with. Okay. What's the staffing agency you work for? MAU. Okay, so MAU, the last four of your social? 6401. And what was your first and last name? Savarian Parks. And for security purposes, can you verify the home address, including city, state and zip code? 2490 Cherry Lane, Colliers, Georgia 309... 30094. And your date of birth? September the 9th, 2000. And a good telephone number have a 678-374-9978? Yes. And the email I have is savarianparks09@gmail? Yes. Okay. So dental is through American Public Life. However, do you mind if I place you in a brief hold while I email you the ID card? Yes. Okay. Hello. Are you still there? Mm-hmm. Awesome. Thank you so much for holding. So I went ahead and emailed you your dental ID card to the email that was on file. Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder. Okay? Okay. Okay. Well, was there anything else- Um- ... I could help you out with today? Am I able to use my dental now? Um, let's see here. Yes, sir. So you are currently active in the coverage, so you can use it. Okay. Thank you. You're welcome. You have a great day, okay? You too. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: I was calling... This is Savarian Parks. I was calling to see who my benefits are with. Like, I have dental, but I had a card and I lost it. I was trying to get a card and see who my dental insurance is with.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: MAU.

Speaker speaker_1: Okay, so MAU, the last four of your social?

Speaker speaker_2: 6401.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Savarian Parks.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code?

Speaker speaker_2: 2490 Cherry Lane, Colliers, Georgia 309... 30094.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: September the 9th, 2000.

Speaker speaker_1: And a good telephone number have a 678-374-9978?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is savarianparks09@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So dental is through American Public Life. However, do you mind if I place you in a brief hold while I email you the ID card?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Hello. Are you still there?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Awesome. Thank you so much for holding. So I went ahead and emailed you your dental ID card to the email that was on file. Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Well, was there anything else-

Speaker speaker_2: Um-

Speaker speaker_1: ... I could help you out with today?

Speaker speaker_2: Am I able to use my dental now?

Speaker speaker_1: Um, let's see here. Yes, sir. So you are currently active in the coverage, so you can use it.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye-bye.