

## **Transcript: Justin**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. My name is Nelly Mortica and I work for, uh, Spartan ISS in Mexico, Missouri. Okay. How can I help you today? I was wondering if my insurance cards for dental and vision was ready, and if you could email them to me? Yeah. Let me... Yeah, let me check on that. Uh, so ISS, what's the last four of your social? 5088. And what was your last name, Nell- Nelly? I'm sorry. Mortica. M-O-R-T-I-C-A. And for security purposes, could you verify your home address, including city, state and zip code? Yes. 210 East Highway 124, Hallsville, Missouri, 65255. And your date of birth? 02/25/71. And a good telephone number I have is 573-933-1107. Yes, sir. And the email I have is morticanelly@gmail.com. Yes, sir. Okay, so let's see here. So checking my calendar, it looks like you became active in the dental term life vision for employee plus spouse coverage as of today, the 3rd. So you should be receiving physical ID cards early next week. However, if you did call back Thursday or Friday this week, we can actually email the ID cards to you then, because it does take the insurance carrier at least 72 hours to generate policy numbers. Um, as of right now, you are currently active, yes, ma'am. Okay. And what dentist do you- do they go under? Do you know? Uh, let's see. Now, the insurance carrier for dental is American Public Life. Now if you were wanting to find, uh, dental providers, um, I have a telephone number for you, to where if you provide them with your zip code, then they can provide those providers in that specific location. Okay, hang on just a second. Okay. All right, I'm ready. Okay. Um, so that company is called Carington. So they're spelled C-A-R-I-N-G-T-O-N. Okay. And their telephone number is 800-290-0523. And what about for vision? Um, vision is through MetLife. Okay. And their telephone number is 800-615-Uh-huh. ... 1883. Okay. Thank you. You're welcome. Is there anything else I could help you out with today? That's it. Thanks. You're welcome. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi, Justin. My name is Nelly Mortica and I work for, uh, Spartan ISS in Mexico, Missouri.

Speaker speaker\_0: Okay. How can I help you today?

Speaker speaker\_1: I was wondering if my insurance cards for dental and vision was ready, and if you could email them to me?

Speaker speaker\_0: Yeah. Let me... Yeah, let me check on that. Uh, so ISS, what's the last four of your social?

Speaker speaker\_1: 5088.

Speaker speaker\_0: And what was your last name, Nell- Nelly? I'm sorry.

Speaker speaker\_1: Mortica. M-O-R-T-I-C-A.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker\_1: Yes. 210 East Highway 124, Hallsville, Missouri, 65255.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 02/25/71.

Speaker speaker\_0: And a good telephone number I have is 573-933-1107.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have is morticanelly@gmail.com.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay, so let's see here. So checking my calendar, it looks like you became active in the dental term life vision for employee plus spouse coverage as of today, the 3rd. So you should be receiving physical ID cards early next week. However, if you did call back Thursday or Friday this week, we can actually email the ID cards to you then, because it does take the insurance carrier at least 72 hours to generate policy numbers. Um, as of right now, you are currently active, yes, ma'am.

Speaker speaker\_1: Okay. And what dentist do you- do they go under? Do you know?

Speaker speaker\_0: Uh, let's see. Now, the insurance carrier for dental is American Public Life. Now if you were wanting to find, uh, dental providers, um, I have a telephone number for you, to where if you provide them with your zip code, then they can provide those providers in that specific location.

Speaker speaker\_1: Okay, hang on just a second.

Speaker speaker\_0: Okay.

Speaker speaker\_1: All right, I'm ready.

Speaker speaker\_0: Okay. Um, so that company is called Carington. So they're spelled C-A-R-I-N-G-T-O-N.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And their telephone number is 800-290-0523.

Speaker speaker\_1: And what about for vision?

Speaker speaker\_0: Um, vision is through MetLife.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And their telephone number is 800-615- Uh-huh. ... 1883.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome. Is there anything else I could help you out with today?

Speaker speaker\_1: That's it. Thanks.

Speaker speaker\_0: You're welcome. Bye-bye.

Speaker speaker\_1: Bye-bye.