

Transcript: Justin

Mills-5706396078227456-6611757828194304

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? Hi. My name is Shaquan Durham. Um, I was just calling to see if I had, um, ortho benefits through dental? Uh, let me check on that. Uh, what's the staffing agency you work for? Um, MAU. And the last four of your social? 2147. And for security purposes, can you verify your home address including city, state and zip code? Um, 17 Pleasant Ridge Avenue, Greenville, South Carolina 29605. And confirm your date of birth? 02/27/95. And a good telephone number have is 505-2572? Yes. And email have at shea.durham@ymail.com? Yes. Okay, so let's see here. So the dental plan offered through MAU covers all of your preventative visits, uh, which may be include basic cleanings, checkups or x-rays once per six months, basic restoratives. So I'm not seeing anything regarding orthodontics. Okay. I just wanted to call and ask. Okay. Well, was there anything else I could help you out with today, Ms. Durham? Um, no. Thank you. Awesome. Well, you have a wonderful day, okay? You too. Bye. Thank you. Bye-bye. Thank you. 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: Hi. My name is Shaquan Durham. Um, I was just calling to see if I had, um, ortho benefits through dental?

Speaker speaker_1: Uh, let me check on that. Uh, what's the staffing agency you work for?

Speaker speaker_2: Um, MAU.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 2147.

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

Speaker speaker_2: Um, 17 Pleasant Ridge Avenue, Greenville, South Carolina 29605.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 02/27/'95.

Speaker speaker_1: And a good telephone number have is 505-2572?

Speaker speaker_2: Yes.

Speaker speaker_1: And email have at shea.durham@ymail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so let's see here. So the dental plan offered through MAU covers all of your preventative visits, uh, which may be include basic cleanings, checkups or x-rays once per six months, basic restoratives. So I'm not seeing anything regarding orthodontics.

Speaker speaker_2: Okay. I just wanted to call and ask.

Speaker speaker_1: Okay. Well, was there anything else I could help you out with today, Ms. Durham?

Speaker speaker_2: Um, no. Thank you.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Thank you. Bye-bye.