

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. My name is Ayea Latil. I have benefited with you guys through my job, and, um, well, I have not received any, like, cards or member numbers or anything like that. And I was trying to make a dentist appointment, but they was telling me to contact you guys to see if it's a PPO policy or something. Yeah. Let me check on that. I'm not sure- What's the staffing agency you work for? ATC Healthcare Staffing. And the last four of your social? 10421. And what was your first and last name again? I'm sorry. Ayea Latil. Ayea Latil. Okay. And for security purposes, could you verify your home address, including city, state and zip code? Um, 266 Shore Line Drive, Thomasville, Georgia 31757. Looks like I have a different address on file. Uh, it's probably 162 Naomi Lane. I've moved several times. Naomi Lane. Okay. Now I'm at 500 MacArthur. Yeah. Confirm your full social for me. 259-55-1041. Okay. So the address we had on file is 111 Railway Avenue in Thomasville. Oh. Yes, I've moved to three different places since that address. No worries. And what's the new address, so I can go ahead and update it? 500 South MacArthur Drive, Camilla, Georgia 31730, Apartment F8. 31730 F8. F as in Frank, right? Yes, sir. And confirm your date of birth? 02/06/'87. And a good telephone number I have is 229-376-0926. That number has changed as well. And what's a good telephone number for you? 786-960-4049. And just to confirm, 786-960-4049? Mm-hmm. Okay. And the email I have is ateal@yahoo.com? Ayea Latil? Or it just say ateal? Ateal@yahoo.com. Oh, yeah, no that's... It's my first and last name at Yahoo. So I see, yeah. That's probably why I haven't received anything from you guys. So your first. your last name at Yahoo? It's firstandlastname@Yahoo. Firstandlastname. Okay. Okay. Um, so let's see here. So I do know... Let me try pulling the benefit guide to confirm if that dental plan is a PPO. Let's see here. So yes, so it is a PPO plan. Um, there is a \$50 deductible per individual. Um, but let me... I can email you your ID cards if need be. Um, were you getting- Yeah. ... your ID cards? Yes, that will be great. Okay. Do you mind if I place you on a brief hold while I do that? No. That is fine. Awesome. Hello. Are you still there? Yes, I am. Awesome. Thank you so much for holding. Um, so I went ahead and emailed you your ID cards to the email you just provided me with earlier. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandaccred.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder to be on the safe side. Okay? Okay. I got 'em. Awesome. Well, is there anything else I could assist you with today? No, sir. That'll be all. Awesome. Well, you have a wonderful day, okay? You too. Thank you. You're welcome. Bye-bye. Bye-bye. Yeah, but 60 to 40 is a little bit much. I'm just saying, if I had to conquer each mountain all within nine months, I think I'd only take seven. You know what, here's where we are right now. So you can't tell me about nine months. That's right. When I can't even imagine how you do it. I mean, 'cause I'm just... But-

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi. My name is Ayea Latil. I have benefited with you guys through my job, and, um, well, I have not received any, like, cards or member numbers or anything like that. And I was trying to make a dentist appointment, but they was telling me to contact you guys to see if it's a PPO policy or something.

Speaker speaker_0: Yeah. Let me check on that.

Speaker speaker_1: I'm not sure-

Speaker speaker_0: What's the staffing agency you work for?

Speaker speaker_1: ATC Healthcare Staffing.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 10421.

Speaker speaker_0: And what was your first and last name again? I'm sorry.

Speaker speaker_1: Ayea Latil.

Speaker speaker_0: Ayea Latil. Okay. And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: Um, 266 Shore Line Drive, Thomasville, Georgia 31757.

Speaker speaker_0: Looks like I have a different address on file.

Speaker speaker_1: Uh, it's probably 162 Naomi Lane. I've moved several times.

Speaker speaker_0: Naomi Lane.

Speaker speaker_1: Okay. Now I'm at 500 MacArthur.

Speaker speaker_0: Yeah. Confirm your full social for me.

Speaker speaker_1: 259-55-1041.

Speaker speaker_0: Okay. So the address we had on file is 111 Railway Avenue in Thomasville.

Speaker speaker_1: Oh. Yes, I've moved to three different places since that address.

Speaker speaker_0: No worries. And what's the new address, so I can go ahead and update it?

Speaker speaker_1: 500 South MacArthur Drive, Camilla, Georgia 31730, Apartment F8.

Speaker speaker_0: 31730 F8. F as in Frank, right?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 02/06/'87.

Speaker speaker_0: And a good telephone number I have is 229-376-0926.

Speaker speaker_1: That number has changed as well.

Speaker speaker_0: And what's a good telephone number for you?

Speaker speaker_1: 786-960-4049.

Speaker speaker_0: And just to confirm, 786-960-4049?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. And the email I have is atéal@yahoo.com?

Speaker speaker_1: Ayea Latil? Or it just say atéal?

Speaker speaker_0: Ateal@yahoo.com.

Speaker speaker_1: Oh, yeah, no that's... It's my first and last name at Yahoo.

Speaker speaker_0: So I see, yeah.

Speaker speaker_1: That's probably why I haven't received anything from you guys.

Speaker speaker_0: So your first. your last name at Yahoo?

Speaker speaker_1: It's firstandlastname@Yahoo.

Speaker speaker_0: Firstandlastname. Okay. Okay. Um, so let's see here. So I do know... Let me try pulling the benefit guide to confirm if that dental plan is a PPO. Let's see here. So yes, so it is a PPO plan. Um, there is a \$50 deductible per individual. Um, but let me... I can email you your ID cards if need be. Um, were you getting-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... your ID cards?

Speaker speaker_1: Yes, that will be great.

Speaker speaker_0: Okay. Do you mind if I place you on a brief hold while I do that?

Speaker speaker_1: No. That is fine.

Speaker speaker_0: Awesome. Hello. Are you still there?

Speaker speaker_2: Yes, I am.

Speaker speaker_0: Awesome. Thank you so much for holding. Um, so I went ahead and emailed you your ID cards to the email you just provided me with earlier. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandaccred.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder to be on the safe side. Okay?

Speaker speaker_2: Okay. I got 'em.

Speaker speaker_0: Awesome. Well, is there anything else I could assist you with today?

Speaker speaker_2: No, sir. That'll be all.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: You too. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_2: Bye-bye.

Speaker speaker_3: Yeah, but 60 to 40 is a little bit much. I'm just saying, if I had to conquer each mountain all within nine months, I think I'd only take seven. You know what, here's where we are right now. So you can't tell me about nine months.

Speaker speaker_2: That's right.

Speaker speaker_3: When I can't even imagine how you do it. I mean, 'cause I'm just... But-