

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, Justin. My name is James Burnham. Um, I'm just trying to figure out what my dental insurance is through. Yeah, let me check on that. Um, what's the staffing agency you work for? ManCan in Ohio. And the last broker social? 8181. And for security purposes, can you verify your home address, including city, state and zip code, James? Yeah, it's 4906 Charles Road, North Ridgeville, Ohio 44039. And confirm your date of birth? 10/29/90. And a good telephone number. It has 330-806-7439. That's correct. And the email has jimburnham90 at gmail? Yes, it is. Okay, so your dental is through American Public Life. American Public Life? Yes, sir. Okay. Um, do... What kind of numbers do I need off that? Like, their group number, policy number? Um, I would imagine you would need all of it. I can possibly email the ID card to you if you don't have it. That would be awesome, dude, because I'm taking my son to the dentist Thursday. Okay. Do you mind if I place you on a brief hold while I email you the information? Yeah, that's cool, dude. Okay. Hello, James. You still there? I am still here. Awesome. Thank you so much for holding. So I went ahead and emailed you your dental ID card to the email we had on file. Email that you should look out for will be coming from info, that's I-N-F-O, @benefitsinnercard.com, okay? Yeah, yeah, yeah. Um, yeah, I got it. Awesome. Yes. Was there anything else I could help you with today? No, I think, I think we're good, man. I got the PDF, I got the cards, and thank you very much, sir. You're welcome. Enjoy your day. Have a great day. You as well. Bye-bye. Thank you.

Conversation Format

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

Speaker speaker_1: Hey, Justin. My name is James Burnham. Um, I'm just trying to figure out what my dental insurance is through.

Speaker speaker_0: Yeah, let me check on that. Um, what's the staffing agency you work for?

Speaker speaker_1: ManCan in Ohio.

Speaker speaker_0: And the last broker social?

Speaker speaker_1: 8181.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, James?

Speaker speaker_1: Yeah, it's 4906 Charles Road, North Ridgeville, Ohio 44039.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 10/29/90.

Speaker speaker_0: And a good telephone number. It has 330-806-7439.

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email has jimburnham90 at gmail?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: Okay, so your dental is through American Public Life.

Speaker speaker_1: American Public Life?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Um, do... What kind of numbers do I need off that? Like, their group number, policy number?

Speaker speaker_0: Um, I would imagine you would need all of it. I can possibly email the ID card to you if you don't have it.

Speaker speaker_1: That would be awesome, dude, because I'm taking my son to the dentist Thursday.

Speaker speaker_0: Okay. Do you mind if I place you on a brief hold while I email you the information?

Speaker speaker_1: Yeah, that's cool, dude.

Speaker speaker_0: Okay. Hello, James. You still there?

Speaker speaker_1: I am still here.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you your dental ID card to the email we had on file. Email that you should look out for will be coming from info, that's I-N-F-O, @benefitsinnercard.com, okay?

Speaker speaker_1: Yeah, yeah, yeah. Um, yeah, I got it.

Speaker speaker_0: Awesome.

Speaker speaker_1: Yes.

Speaker speaker_0: Was there anything else I could help you with today?

Speaker speaker_1: No, I think, I think we're good, man. I got the PDF, I got the cards, and thank you very much, sir.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Enjoy your day.

Speaker speaker_0: Have a great day. You as well. Bye-bye.

Speaker speaker_1: Thank you.