

Transcript: Pearl

Rojas-4812678577176576-5882827828805632

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name's Earl. Hello, this is, uh, Clarence Connor calling... I was calling, I work with MAU and I was trying to get the name on my dental, dental, dental insurance card. You need the name of your dent- dental carrier? The... Uh, my insurance, yeah. The name of the insurance. Okay. What's the name of the staff in EDC you work for? I work with MAU. MAU. And the last four digits of your social? Yeah, I have my social. Excuse me? Yes, I have my social. What are the last four digits? Two, two, six, five. Three, two, six, five? No. T- twenty-two sixty-five. Two, two, six, five. Okay. Mm-hmm. Repeat your name for me. I beg your pardon? Repeat your name for me. Oh, Clarence Connor. And your address and date of birth? May 4th, 1992. And your address? 415 North Main Street, apartment 9j. City and state? Greenville, South Carolina. And your phone number is 315-8276? That's correct. And your email address is connorjuan25@gmail.com? That's correct. Okay. So your medical and dental are with American Public Life and then your vision is with MetLife. Vis- okay, my vision's with, uh, MetLife and you said my- Medical and dental- My dental is- ... are with American Public Life. American Public Life? Yes. Okay, thank you. No problem. Is there anything else I can assist you with? That's all, that's all I needed. All righty. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name's Earl.

Speaker speaker_1: Hello, this is, uh, Clarence Connor calling... I was calling, I work with MAU and I was trying to get the name on my dental, dental, dental insurance card.

Speaker speaker_0: You need the name of your dent- dental carrier?

Speaker speaker_1: The... Uh, my insurance, yeah. The name of the insurance.

Speaker speaker_0: Okay. What's the name of the staff in EDC you work for?

Speaker speaker_1: I work with MAU.

Speaker speaker_0: MAU. And the last four digits of your social?

Speaker speaker_1: Yeah, I have my social.

Speaker speaker_0: Excuse me?

Speaker speaker_1: Yes, I have my social.

Speaker speaker_0: What are the last four digits?

Speaker speaker_1: Two, two, six, five.

Speaker speaker_0: Three, two, six, five?

Speaker speaker_1: No. T- twenty-two sixty-five.

Speaker speaker_0: Two, two, six, five. Okay. Mm-hmm. Repeat your name for me.

Speaker speaker_1: I beg your pardon?

Speaker speaker_0: Repeat your name for me.

Speaker speaker_1: Oh, Clarence Connor.

Speaker speaker_0: And your address and date of birth?

Speaker speaker_1: May 4th, 1992.

Speaker speaker_0: And your address?

Speaker speaker_1: 415 North Main Street, apartment 9j.

Speaker speaker_0: City and state?

Speaker speaker_1: Greenville, South Carolina.

Speaker speaker_0: And your phone number is 315-8276?

Speaker speaker_1: That's correct.

Speaker speaker_0: And your email address is connorjuan25@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. So your medical and dental are with American Public Life and then your vision is with MetLife.

Speaker speaker_1: Vis- okay, my vision's with, uh, MetLife and you said my-

Speaker speaker_0: Medical and dental-

Speaker speaker_1: My dental is-

Speaker speaker_0: ... are with American Public Life.

Speaker speaker_1: American Public Life?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem. Is there anything else I can assist you with?

Speaker speaker_1: That's all, that's all I needed.

Speaker speaker_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too.