

Transcript: Sara

Marulanda-4633126502055936-4821016859295744

Full Transcript

Thank you for call- thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Yeah, my name is Nicholas Thompson. Hello, Mr. Thompson. How are you doing today? Not too bad. Yourself? Doing great, sir. Thank you for asking. How can I help you? Um, so I was actually trying to get my health insurance card sent to me on my email. Okay, sure. May I have your, uh, the name of the agency that you are working with and the last four digits of your Social Security number? The name of the agency I'm working with is Partners Personal. Okay. The last four of my social are 6803. Okay. Nicholas Thompson. Okay, Mr. Thompson, and just for security purposes can you please verify your address and date of birth? Yeah. My address is 2703 Alexander Road, Atwater, Ohio. My date of birth is 7/14/91. Okay. And is your email thompsonhomeimprovementsltd@gmail.com? That's correct. And is your phone number 330-554-4324? That's correct. Thank you very much. Okay. Give me just a minute while I check the ID cards. Okay, sir? Okay. Okay. The dental and the vision are ready, and I'm sending you them right now. The medical is not, but I'm gonna contact the main office and see if they can, like push up that a little bit and help us- Thank you. ... with the ID cards or with the, or with the, um, ID numbers at least. Does that work for you? Yeah. Thank you. Okay, sir. So give me just a minute. I'm gonna put you on hold for a minute while I send the ID cards and the dental and vision. Then I get back with you again. Okay? I already have the dental and vision ones. I was just looking for the health. Oh, okay. Okay. I'm sorry about that. So yes, um, let me contact the main office and see if they can help us with that. As soon as I get them in the system, I will be giving you a call, sir. All right. Thanks. You're more than welcome. Have a great day, sir. You too. Bye-bye. Thank you.

Conversation Format

Speaker None: Thank you for call- thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Yeah, my name is Nicholas Thompson. Hello, Mr. Thompson. How are you doing today? Not too bad. Yourself? Doing great, sir. Thank you for asking. How can I help you? Um, so I was actually trying to get my health insurance card sent to me on my email. Okay, sure. May I have your, uh, the name of the agency that you are working with and the last four digits of your Social Security number? The name of the agency I'm working with is Partners Personal. Okay. The last four of my social are 6803. Okay. Nicholas Thompson. Okay, Mr. Thompson, and just for security purposes can you please verify your address and date of birth? Yeah. My address is 2703 Alexander Road, Atwater, Ohio. My date of birth is 7/14/91. Okay. And is your email thompsonhomeimprovementsltd@gmail.com? That's

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