

Transcript: Sara

Marulanda-4644974473461760-5025475977756672

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Connect. My name is Sarah. May I have your name, please? Uh, yes. It's Kevin McCarley. Hello, Mr. McCarley. How may I help you? Yeah. I was just curious. Um, I g- I got, uh, life insurance that I, I called in and got it, like, maybe two or three weeks ago. And I, I didn't know if am I, am I supposed to... I got my dental insurance package. I didn't know if I was supposed to get some paperwork from, from, for the life insurance. Okay. Let, let me check that for you in just a minute. Okay. Um, may I have the name of the agency that you are working with and the last four of your Social? Sure. It's BG Personnel. And, uh, last four- BGP Personnel, okay. Yeah. And, uh, uh, 3069. Thank you very much, Mr. McCarley. Mm-hmm. And just for security purposes, can you please verify your address and date of birth? Sure. It's, uh, 6919 Cherry Meadow Drive, Austin, Texas 78745 and 09/13/1972. And is your email kevinmccarley74@gmail.com? Yes, ma'am. And is your phone number 737-351-5678? 77-35- yes. Okay. Thank you. Okay. You're enrolled on dental and term life. Yeah. You, you say you have received your dental ID card. Is that correct? Yes. I got my dental ID card. Yes. Okay. But, uh, they don't send any kind of ID card or anything for term life. Uh- Okay. I didn't know if I was just- If you want us to give you the police number. No, no. That's good. I was just... I just didn't know if I was expecting something, should I be expecting something or not. All right. That's all I needed to know. All right. Is there, um... Other than that, is there any other question? Uh, no. I believe we're good. Thank you very much. Have a wonderful day. You're welcome. Okay. Have a great day. All right. All right. Bye-bye. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Connect. My name is Sarah. May I have your name, please? Uh, yes. It's Kevin McCarley. Hello, Mr. McCarley. How may I help you? Yeah. I was just curious. Um, I g- I got, uh, life insurance that I, I called in and got it, like, maybe two or three weeks ago. And I, I didn't know if am I, am I supposed to... I got my dental insurance package. I didn't know if I was supposed to get some paperwork from, from, for the life insurance. Okay. Let, let me check that for you in just a minute. Okay. Um, may I have the name of the agency that you are working with and the last four of your Social? Sure. It's BG Personnel. And, uh, last four- BGP Personnel, okay. Yeah. And, uh, uh, 3069. Thank you very much, Mr. McCarley. Mm-hmm. And just for security purposes, can you please verify your address and date of birth? Sure. It's, uh, 6919 Cherry Meadow Drive, Austin, Texas 78745 and 09/13/1972. And is your email kevinmccarley74@gmail.com? Yes, ma'am. And is your phone number

737-351-5678? 77-35- yes. Okay. Thank you. Okay. You're enrolled on dental and term life. Yeah. You, you say you have received your dental ID card. Is that correct? Yes. I got my dental ID card. Yes. Okay. But, uh, they don't send any kind of ID card or anything for term life. Uh- Okay. I didn't know if I was just- If you want us to give you the police number. No, no. That's good. I was just... I just didn't know if I was expecting something, should I be expecting something or not. All right. That's all I needed to know. All right. Is there, um... Other than that, is there any other question? Uh, no. I believe we're good. Thank you very much. Have a wonderful day. You're welcome. Okay. Have a great day. All right. All right. Bye-bye. Bye-bye.