

Transcript: Sara

Marulanda-4771833595346944-6354576624107520

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling card. My name is Sarah. May I have your name please? Yes. My name is Amanda Herb. Hello, ma'am. How may I help you? Um, yeah, I'm trying to find out, um, what insurance exactly the insurance is called that I have. Okay. Let me check your account. May I have the name of the agency that you are working with and the last four digits of your Social Security number? Um, I work for WorkSource and the last- Okay. ... four digits of my Social is 3597. Okay. Give me just a minute. I'm, I'm waiting for the system to download. I'm sorry. You're fine. You say Amanda? Yes. Amanda Herb? Yes. And, and just for security purposes, can you please verify your address and date of birth? Uh, 8782 East State Highway 10, Magazine, Arkansas, and my date of birth is 11/06/93. Email amandaherb93@gmail.com? Yes. Phone number 479-849-6790? Yes. Thank you very much. Okay. Okay, the plans you are involved is on VIP Pro Dental, Vision, and Critical Illness for employee plus family. Okay. And when- That means, uh... Go ahead. I'm sorry. Um, whenever the doctor's office asks what insurance company, or what insurance provider I... What do I tell them? Okay. The provider is APL for medical and dental. Uh, vision is with MetLife, and the critical illness is with, uh, APL as well. Um, I am assuming you haven't received your ID card yet, right? I have not. Oh, okay. May I put you on hold for a minute while I check for that ID card? Yes. Okay. I'll be right back with you, ma'am. Thank you. Okay. Kill it. But they contain \$1000.00 because \$1000.00. Hello? Hello? Who's that on the phone? Hello? Is this CERP? Hello. Can I help you today? Yes. Hi, ma'am. Um, thank you for waiting. Could you check your email and see if you have received an email from info@benefitsinacard? Uh, yes, ma'am, I did. Okay. There is your... There is three PDF files there. One is your dental, one your vision, and one your medical. Okay. Okay. Um, do you have any other questions for us, ma'am? No, I do not. Thank you so much. You're more than welcome, ma'am. Have a wonderful day and thank you for calling Benefits in a Cart.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling card. My name is Sarah. May I have your name please? Yes. My name is Amanda Herb. Hello, ma'am. How may I help you? Um, yeah, I'm trying to find out, um, what insurance exactly the insurance is called that I have. Okay. Let me check your account. May I have the name of the agency that you are working with and the last four digits of your Social Security number? Um, I work for WorkSource and the last- Okay. ... four digits of my Social is 3597. Okay. Give me just a minute. I'm, I'm waiting for the system to download.

I'm sorry. You're fine. You say Amanda? Yes. Amanda Herb? Yes. And, and just for security purposes, can you please verify your address and date of birth? Uh, 8782 East State Highway 10, Magazine, Arkansas, and my date of birth is 11/06/93. Email amandaherb93@gmail.com? Yes. Phone number 479-849-6790? Yes. Thank you very much. Okay. Okay, the plans you are involved is on VIP Pro Dental, Vision, and Critical Illness for employee plus family. Okay. And when- That means, uh... Go ahead. I'm sorry. Um, whenever the doctor's office asks what insurance company, or what insurance provider I... What do I tell them? Okay. The provider is APL for medical and dental. Uh, vision is with MetLife, and the critical illness is with, uh, APL as well. Um, I am assuming you haven't received your ID card yet, right? I have not. Oh, okay. May I put you on hold for a minute while I check for that ID card? Yes. Okay. I'll be right back with you, ma'am. Thank you. Okay. Kill it. But they contain \$1000.00 because \$1000.00. Hello? Hello? Who's that on the phone? Hello? Is this CERP? Hello. Can I help you today? Yes. Hi, ma'am. Um, thank you for waiting. Could you check your email and see if you have received an email from info@benefitsinacard? Uh, yes, ma'am, I did. Okay. There is your... There is three PDF files there. One is your dental, one your vision, and one your medical. Okay. Okay. Um, do you have any other questions for us, ma'am? No, I do not. Thank you so much. You're more than welcome, ma'am. Have a wonderful day and thank you for calling Benefits in a Cart.