

Transcript: Sara

Marulanda-5499099567800320-5678469246795776

Full Transcript

... card. My name is Sarah. May I have your name, please? Yes, my name is Rebecca Ledbetter. Okay. I'm sorry, can you repeat that for me? Rebecca Ledbetter. Okay. If you want to give me your f- name, um, phone number, I can, uh, pass the information for her to give you a call back. Okay. 334- 864, you say? Excuse me? I'm sorry, you say 864, or 33- No, 334- Okay. ... 614- 614. ... 1654. Okay. And your name is? Rebecca Ledbetter. Okay. I'm sorry. I think I, I misunderstand you. You said you're- Rebecca. Yes. You're calling for Rebecca, or you are Rebecca? Because we have a Rebecca- I am Rebecca. Oh, okay. I'm so sorry. I misunderstand you. How can I help you, ma'am? I thought you was calling for Ms. Rebecca as well. No. Okay. So I'm sorry about that, ma'am. How can I help you? I just wanted to get some information about my insurance. Sure. What company are you working with? TRC. TRC Staffing. Okay. Hold on. And may I have the last four of your Social to locate you on the system? It's 4388. Thank you very much. Rebecca Lynn Ledbetter. Uh, and just for security purposes, ma'am, can you please verify your address and date of birth? It's 2393 Lee Road C50, Salem, Alabama 36874, and my date of birth is 12/1966. Okay. Email rebeccaledbetter25@gmail.com. Say something, I'm sorry. It says rebeccaledbetter25@gmail.com. Yeah. That correct? Okay. Yeah. Uh-huh. Okay. Uh, how can I help you, ma'am? I just want to know, uh, how can I find out what doctors I could go see? Okay. Have you received your ID cards already? I did. Okay. On each ID card, there is a phone number where you can, uh, locate participant providers near your area. It should be one for dental, one for, uh, vision and preventive care, and one for hospital indemnity. Okay. All right. So it's got all them on the card then? Yes, ma'am. They're on the card. Okay. All right. Thank you so much. You're more than welcome. Anything else that I can-

Conversation Format

Speaker None: ... card. My name is Sarah. May I have your name, please? Yes, my name is Rebecca Ledbetter. Okay. I'm sorry, can you repeat that for me? Rebecca Ledbetter. Okay. If you want to give me your f- name, um, phone number, I can, uh, pass the information for her to give you a call back. Okay. 334- 864, you say? Excuse me? I'm sorry, you say 864, or 33- No, 334- Okay. ... 614- 614. ... 1654. Okay. And your name is? Rebecca Ledbetter. Okay. I'm sorry. I think I, I misunderstand you. You said you're- Rebecca. Yes. You're calling for Rebecca, or you are Rebecca? Because we have a Rebecca- I am Rebecca. Oh, okay. I'm so sorry. I misunderstand you. How can I help you, ma'am? I thought you was calling for Ms. Rebecca as well. No. Okay. So I'm sorry about that, ma'am. How can I help you? I just wanted to get some information about my insurance. Sure. What company are you working with?

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