

Transcript: Sara

Marulanda-5721025319976960-4925356271386624

Full Transcript

Thank you for putting benefits in a cart. My name is Sarah. May I have your name, please? Theresia Donnell. Hello, ma'am. How may I help you? I was trying to see if I have the, um, the insurance for vision, 'cause I have a dent... Uh, a eye doctor's appointment in a minute and so I was trying to check and see, because I think I signed up for it through my job. Let me check that for you. May I have the name of the agency that you're working with and the last four of your social? Um, they were called Taylor Staffing but they switched to Verstella Staffing. Verstella. Okay. Yes. And the last four of your social? And my date of birth is 10... Oh, 8529. Thank you very much, Ms. Theresia Janae Donnell. And just for security purposes, can you please verify your address and date of birth? Um, if it's updated, my address is 3100, um, East Park Row Drive, Arlington, Texas, Apartment 247. But if it's my old address then it should be, um, 500 Rolling Hills Place or 1600 East Park Road. I mean, 1600 Merchant. The one we have... I'm sorry, the one we have is the 500 Rolling Hills Place. Do you want us to leave that one? Okay. Or to update it? Um, to update it. Oh, okay, ma'am. What is... Which one is the new address? It is 3100 East Park Row Drive and then Apartment 247, Arlington, Texas and the zip code is 76010. But it's in Arlington? Mm-hmm. And the zip code again, I'm sorry? 76010. 76010. Okay. And your date of birth? April 30th, 1997. Is your email TheresiaD@gmail.com or TheresiaJ@gmail.com? Um, TheresiaD@gmail.com. Well, both of them. It's... I use both of them. Sorry. Okay, perfect. And is your phone number 469-265-8029? Yes. Thank you very much, ma'am. Okay. Yes, ma'am, you have ambition, ambition coverage. Have you received your ID card? No, I think it went to the old address. Um, could you- Oh. ... send it th- send me through email or... Yes. Yes. Um, what I'm going to do is I'm going to put you on hold for a minute while I download the ID cards and then I'll go back with you just to verify that you have received them, okay? Okay. I'll be right back in a couple minutes, ma'am. Thank you. Hello, Ms. Teresha? Yes. Thank you for waiting, ma'am. Okay. I already sent you two emails. One is the, um, information how to register for the Free Rx, which is the prescription coverage. And the other email has three PDF files on it. One is your vision, one your dental, and the other one, your medical. Um, you sent out the email that I got yesterday? Or- I sent it- Oh. ... teshead@gmail.com. You just sent it while ago? I just sent it. Uh, you haven't- Okay. ... received it. Can you check your, uh, the junk mail? Maybe it's in there. Uh, I rece- I received it. Thank you. Okay, perfect. You're more than welcome. Other than that, ma'am, is there anything else that I can help you with? No, that's it. Okay. So thank you for calling Benefits in a Cart. Have a wonderful day. You too. Bye. Thank you. Bye.

Conversation Format

Speaker None: Thank you for putting benefits in a cart. My name is Sarah. May I have your name, please? Theresia Donnell. Hello, ma'am. How may I help you? I was trying to see if I have the, um, the insurance for vision, 'cause I have a dent... Uh, a eye doctor's appointment in a minute and so I was trying to check and see, because I think I signed up for it through my job. Let me check that for you. May I have the name of the agency that you're working with and the last four of your social? Um, they were called Taylor Staffing but they switched to Verstella Staffing. Verstella. Okay. Yes. And the last four of your social? And my date of birth is 10... Oh, 8529. Thank you very much, Ms. Theresia Janae Donnell. And just for security purposes, can you please verify your address and date of birth? Um, if it's updated, my address is 3100, um, East Park Row Drive, Arlington, Texas, Apartment 247. But if it's my old address then it should be, um, 500 Rolling Hills Place or 1600 East Park Road. I mean, 1600 Merchant. The one we have... I'm sorry, the one we have is the 500 Rolling Hills Place. Do you want us to leave that one? Okay. Or to update it? Um, to update it. Oh, okay, ma'am. What is... Which one is the new address? It is 3100 East Park Row Drive and then Apartment 247, Arlington, Texas and the zip code is 76010. But it's in Arlington? Mm-hmm. And the zip code again, I'm sorry? 76010. 76010. Okay. And your date of birth? April 30th, 1997. Is your email TheresiaD@gmail.com or TheresiaJ@gmail.com? Um, TheresiaD@gmail.com. Well, both of them. It's... I use both of them. Sorry. Okay, perfect. And is your phone number 469-265-8029? Yes. Thank you very much, ma'am. Okay. Yes, ma'am, you have ambition, ambition coverage. Have you received your ID card? No, I think it went to the old address. Um, could you- Oh. ... send it th- send me through email or... Yes. Yes. Um, what I'm going to do is I'm going to put you on hold for a minute while I download the ID cards and then I'll go back with you just to verify that you have received them, okay? Okay. I'll be right back in a couple minutes, ma'am. Thank you. Hello, Ms. Teresha? Yes. Thank you for waiting, ma'am. Okay. I already sent you two emails. One is the, um, information how to register for the Free Rx, which is the prescription coverage. And the other email has three PDF files on it. One is your vision, one your dental, and the other one, your medical. Um, you sent out the email that I got yesterday? Or- I sent it- Oh. ... teshead@gmail.com. You just sent it while ago? I just sent it. Uh, you haven't- Okay. ... received it. Can you check your, uh, the junk mail? Maybe it's in there. Uh, I rece- I received it. Thank you. Okay, perfect. You're more than welcome. Other than that, ma'am, is there anything else that I can help you with? No, that's it. Okay. So thank you for calling Benefits in a Cart. Have a wonderful day. You too. Bye. Thank you. Bye.