

Transcript: Sara

Marulanda-5826205743529984-6050132117897216

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Union Card. My name is Sarah. May I have your name, please? Yes, ma'am. My name is Edward Turner. Hello, sir. How may I help you? Yes. I want to, um... I want to cancel the, uh, not all of my insurance, but I, I only need the dental. Okay, let me check your account. May I have the name of the temporary agency that you are working with and the last four of your social? Uh, it's Personnel, BG Personnel, and the last four of my social is 0555. Like BGS Staffing? Uh-huh. Edward Turner III? Yes, ma'am. Uh-huh. Mr. Turner, and just for security purposes, can you please verify your address and date of birth? Well, my address is 1413 Highland Avenue, Columbia, Tennessee 38401, and my date of birth is December 25th, 1982. And is your email turner3.edward@gmail.com? Yes, ma'am. Phone number 931-626-7380? Yes, perfect. Thank you very much. So you say you want to keep just your dental plan? Yes, ma'am. Only dental. Okay. Unfortunately, this is a court order and we cannot make any, any changes unless the court send us their release. Oh, okay. Okay. Well, I had another insurance that my kids were on. Well, eh, what you need to do is just contact the, the, the court and they, they will go from there. Okay. All righty, sir. Um, other than that, Mr. Turner, is there anything else that I can help you with? Yes, ma'am. Could you send me my account information to my email so I can go see the dentist? Like your ID card? Yes, ma'am. Yeah, sure. Give me just a minute. May I put you on hold for a minute while I do that? Yes, ma'am. Thank you very much. I'll be right back with you, sir. Okay. Thank you. All right. Mr. Turner? Yes, ma'am. Thank you for waiting, sir. Could you check your email on the phone, sir? Hold on just one moment. Sure. Take your time. Okay. Info and ID card? Yes, sir. There you go. There is a PDF file there. Find your dental and your medical and your preventive care and your vision ID card. Okay? Okay. Thank you. Uh, one more thing. Sure. Could you send me a list of dentists that I can see that, uh, can, can fix my teeth? Okay. On each ID card there is a phone number to locate the dentist offices because we don't do that. That's a different department. Okay. All right. Thank you, ma'am. You're more than welcome, sir. Have a great day. You too. Thank you. Bye bye. Thank you.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Union Card. My name is Sarah. May I have your name, please? Yes, ma'am. My name is Edward Turner. Hello, sir. How may I help you? Yes. I want to, um... I want to cancel the, uh, not all of my insurance, but I, I only need the dental. Okay, let me check your account. May I have the name of the temporary agency that you are working with

and the last four of your social? Uh, it's Personnel, BG Personnel, and the last four of my social is 0555. Like BGS Staffing? Uh-huh. Edward Turner III? Yes, ma'am. Uh-huh. Mr. Turner, and just for security purposes, can you please verify your address and date of birth? Well, my address is 1413 Highland Avenue, Columbia, Tennessee 38401, and my date of birth is December 25th, 1982. And is your email turner3.edward@gmail.com? Yes, ma'am. Phone number 931-626-7380? Yes, perfect. Thank you very much. So you say you want to keep just your dental plan? Yes, ma'am. Only dental. Okay. Unfortunately, this is a court order and we cannot make any, any changes unless the court send us their release. Oh, okay. Okay. Well, I had another insurance that my kids were on. Well, eh, what you need to do is just contact the, the, the court and they, they will go from there. Okay. All righty, sir. Um, other than that, Mr. Turner, is there anything else that I can help you with? Yes, ma'am. Could you send me my account information to my email so I can go see the dentist? Like your ID card? Yes, ma'am. Yeah, sure. Give me just a minute. May I put you on hold for a minute while I do that? Yes, ma'am. Thank you very much. I'll be right back with you, sir. Okay. Thank you. All right. Mr. Turner? Yes, ma'am. Thank you for waiting, sir. Could you check your email on the phone, sir? Hold on just one moment. Sure. Take your time. Okay. Info and ID card? Yes, sir. There you go. There is a PDF file there. Find your dental and your medical and your preventive care and your vision ID card. Okay? Okay. Thank you. Uh, one more thing. Sure. Could you send me a list of dentists that I can see that, uh, can, can fix my teeth? Okay. On each ID card there is a phone number to locate the dentist offices because we don't do that. That's a different department. Okay. All right. Thank you, ma'am. You're more than welcome, sir. Have a great day. You too. Thank you. Bye bye. Thank you.