

Transcript: Sara

Marulanda-5840656376315904-5124724150550528

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Yeah. My name's ... Lahai Cromma. I'm sorry, I barely can hear you. Can you repeat that for me? My name is Lahai Cromma, Lahai Cromma. Lahai Cromma? Yes. Okay, sir. How may I help you? I spoke to somebody a couple of days ago about the, um, medical insurance card. Okay, let me check that for you. May I have the name of the agency that you are working with and the last four of your Social? Partners. Okay. And the last four of your Social? 9230. Mr. Cromma, uh, just for security purposes can you please verify your address and date of birth? 10720 Watson Place, Jamaica, New York, 11433. And your date of birth? March 9th, 1987. Okay. Email lahai_cromma@icloud.com? Yes. Phone number 929-596-1404? Yes. Thank you very much. Okay, give me a minute. Okay, you're calling for your dental coverage? Yes. Okay. We are waiting for your company to start making deductions. You are enrolled but your coverage is not active because we have not received the first payment. All right. Thank you. Okay, sir. Other than that, is there anything else that I can help you with? No, that'd be it, ma'am. Thank you. All righty, sir. Have a great 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 Benefits in a Cart. My name is Sarah. May I have your name, please? Yeah. My name's ... Lahai Cromma. I'm sorry, I barely can hear you. Can you repeat that for me? My name is Lahai Cromma, Lahai Cromma. Lahai Cromma? Yes. Okay, sir. How may I help you? I spoke to somebody a couple of days ago about the, um, medical insurance card. Okay, let me check that for you. May I have the name of the agency that you are working with and the last four of your Social? Partners. Okay. And the last four of your Social? 9230. Mr. Cromma, uh, just for security purposes can you please verify your address and date of birth? 10720 Watson Place, Jamaica, New York, 11433. And your date of birth? March 9th, 1987. Okay. Email lahai_cromma@icloud.com? Yes. Phone number 929-596-1404? Yes. Thank you very much. Okay, give me a minute. Okay, you're calling for your dental coverage? Yes. Okay. We are waiting for your company to start making deductions. You are enrolled but your coverage is not active because we have not received the first payment. All right. Thank you. Okay, sir. Other than that, is there anything else that I can help you with? No, that'd be it, ma'am. Thank you. All righty, sir. Have a great day and thank you for calling Benefits in a Cart.