

Transcript: Sara

Marulanda-5936203871993856-4690416965959680

Full Transcript

Thank you for calling benefits card. My name is Sarah. May I... Thank you for calling- ... benefits. My name is Sarah. May I have your name please? Uh, you just repeated that twice. Are you on computer or you a live person? I'm a live person. It's just that it sounds like it was some kind of coding off, so that's why I repeat that. How can I- Oh. ... help you, sir? Oh, okay. Um, has, has my benefit started? Because I got, uh, some other insurance, 'cause I, as you know, I can't carry two insurances. Um, um- Okay, let me- ... has my insurance started yet? Let me check that for you. Uh, may I have the name of the agency and the last four of your social? You're breaking up. I didn't hear nothing you just said. Okay, sir. I need- ... the name of the temporary agency that you are working with and the last four- MAU. ... digits of your Social Security number. MAU8899. Okay, and your name? Charles Wright. Okay, Mr. Wright. Uh, just for security purposes, your address, date of birth. You are breaking up mighty bad, but it sound like you asked for my address. It's, um, 432 Blackwell Court, Spartanburg. Date of birth, 10/7/65. Thank you, sir. Uh, I don't know. Why is that breaking up? Um, we're on a land line, so I don't know about that. And is your email charlesw769@gmail.com? Yeah. And is your phone number 864-706-6608? Yes. Okay, sir. Thank you. Well, yes, sir. Your coverage started, uh, past Monday. It started this past Wednesday? This past Monday, uh, April the 21st. That's when your coverage became active. Okay. When am I gonna receive a card? Uh, because, um, I got to make a payment on this other insurance in two days, and I don't want to... I want to... I don't wanna end up paying for two insurances. Okay, let me check if they are already in the system. May I put you on hold while I check that? Okay. Thank you. I'll be right back with you, sir. Okay. Hello, Mr. Wright? Yes. Okay, sir. I already sent your ID card to your email. Mm-hmm. And, and the other ones, the hard copies are on their way to your mailing address. Okay. Awesome. Um, uh, just, um, did I sign up for a vision... I should have had vision. Yes, sir. Yes, sir. Okay. All right. Thank you, ma'am. All right, sir. You're more than welcome. Anything else that I can help you with? Uh, no, ma'am. That'd be all. All righty, sir. So thank you for calling Benefits in a Car. Have a wonderful day. Thank you. You too. You're welcome. Bye-bye.

Conversation Format

Speaker None: Thank you for calling benefits card. My name is Sarah. May I... Thank you for calling- ... benefits. My name is Sarah. May I have your name please? Uh, you just repeated that twice. Are you on computer or you a live person? I'm a live person. It's just that it sounds like it was some kind of coding off, so that's why I repeat that. How can I- Oh. ... help you, sir? Oh, okay. Um, has, has my benefit started? Because I got, uh, some other insurance, 'cause

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