

Transcript: Sara

Marulanda-6179913868165120-4865094170886144

Full Transcript

Thank you for calling BeneFit United. My name is Sarah, may I have your name please? Uh, Justin Hardy. Hello, sir. How may I help you? Uh, so I was told my benefits were gonna kick in today and I'm trying to get my policy number so I can give that to my vision, uh, eye center. Sure, let me get your information. May I have the name of the agency that you're working with and the last four of your Social? Surge and then it's, uh, 1478. 1478 Surge. Uh, Mr. Justin B. Hardy, and just for security purposes can you please verify your address and date of birth? Uh, 5151 East Guadalupe Road, um, apartment 1024 Phoenix, Arizona 85044. And, uh, what was the other question? Your date of birth. 04/30/'90. Email justinreadhardy26@gmail.com? Uh, yes, ma'am. And phone number 904-848-2085? Yeah. Thank you very much. Give me just a minute, I'm checking for your ID card. Okay, your coverage just became active today but the ID card is not ready. Today is when they start processing the ID, the ID cards and the policy number. It will be ready between Wednesday and Thursday. I will send you that once it's ready. If it isn't on the system before that, I will be sending to you. Okay, but what's my policy number 'cause I'm going to go to the eye center today and give them the number? We don't have the policy number yet, not at this moment. It just became active today. If the doctor office want to give us a call, we will be able to verify the coverage by phone but the policy number is not ready. They're just processing that. Okay. You said by Wednesday? Yes, between Wednesday, Thursday, yes. I'm going to keep an eye on it. I will be checking the system every day. Okay, well I'll have them call you, uh, if anything. Yeah, sure. They can give us a call and we will verify that for you, okay? Okay, thanks. All right, sir, you're more than welcome. Anything else that I can help you with? Uh, no ma'am. Thank you very much. Have a good day. You as well-

Conversation Format

Speaker None: Thank you for calling BeneFit United. My name is Sarah, may I have your name please? Uh, Justin Hardy. Hello, sir. How may I help you? Uh, so I was told my benefits were gonna kick in today and I'm trying to get my policy number so I can give that to my vision, uh, eye center. Sure, let me get your information. May I have the name of the agency that you're working with and the last four of your Social? Surge and then it's, uh, 1478. 1478 Surge. Uh, Mr. Justin B. Hardy, and just for security purposes can you please verify your address and date of birth? Uh, 5151 East Guadalupe Road, um, apartment 1024 Phoenix, Arizona 85044. And, uh, what was the other question? Your date of birth. 04/30/'90. Email justinreadhardy26@gmail.com? Uh, yes, ma'am. And phone number 904-848-2085? Yeah. Thank you very much. Give me just a minute, I'm checking for your ID card. Okay, your

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