

Transcript: Sara

Marulanda-6194560829440000-5482984069611520

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. Thank you for calling Benefits and the Cart. My name is Sarah. May I have your name please? Uh, Eddie Floyd. Hello, Mr. Floyd. How may I help you today? Uh, uh, yes, uh, I haven't, I haven't received an, a, uh, insurance card from the company yet, and I would like to, uh, have one in the future. Sure. Uh, may I have please the name of the agency that you are working with and the last four of your Social to locate you on the system? Well, I'm, uh, M- MAU. Okay. Uh, yeah, MAU. Uh, working, working for Michelin, Michelin Tires, I guess, out of Dothan, Alabama. Okay, sir, thank you. And may I have the last four digits of your Social Security number? 9027. 9027. Okay, hold on. And what is your name and last name again? Floyd? Eddie Floyd? Yes. Eddie Floyd. Okay, Mr. Floyd. Uh, just for security purposes, sir, can you please verify your address and date of birth? Uh, my address is 1505 Woodland Drive, Dothan, Alabama, 36301. Date of birth, 11/15/1964. Okay, is there any apartment number or not? Uh, what, private number? No. No, okay, perfect. And is your email efloyd, efloyd957@gmail.com? Yes. And is your phone number 334-434-9761? No. My phone number is 583-3266. 6 what, I'm sorry? 2-6-6-6. 66. Okay, let me repeat that for you. 583-3266. Yes, that's correct. Oh, okay, sir. Thank you very much. So you want me to send you all the ID cards. Is that correct? Yeah. Okay, so may I put you on hold for a minute while I download that information? Yes. Okay, sir. I'll be right back with you. Please don't disconnect the call. Thank you. Yes. Hello, Mr. Floyd? Yes. Thank you for waiting, sir. Can you check your email while we are on the phone? My email? Yes, sir, your email. Uh, I am... Thank you for contacting Benefits in a Carte. Yes, sir. I can't ... wait. There is three... There is t- three PDF files there. One is your dental, the other one is your medical, and the other one is your vision ID card. You just need to click on each, uh, eh, PDF file. Okay. Okay. I got... I got the vision. You got vision, uh, dental and hospital. Hospital indemnity. Is that it? The hospital indemnity is the medical that you need to show your doctor. Okay, I got you now. Okay, sir. Um... Okay. I got what you saying now. Okay, sir. Um, other than that, Mr. Floyd, is there anything else that I can help you with? Um, no ma'am, they got it. Okay. So thank you for calling Benefits in a Carte. Have a wonderful night. All right. You do the same. Bye-bye. Thank you, sir. Mm-hmm. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello. Thank you for calling Benefits and the Cart. My name is Sarah. May I have your name please? Uh, Eddie Floyd. Hello, Mr. Floyd. How may I help you today? Uh, uh, yes, uh, I

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