

Transcript: Sara

Marulanda-6260314305675264-6504988391981056

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? My name is Gregory Crouse, C-R-O-U-S-E. Hello, Mr. Crouse. How may I help you? Yes, I spoke with, uh, Justin earlier, one of your other, uh- Oh. ... associates. Mm-hmm. And he sent me a statement of coverage for the insurance that I had. Mm-hmm. And, uh, he only included, uh, 2023. I n- I also need a, a statement of coverage for 2022. Okay. Um, give me just a minute while I locate your account. May I have the name of the agency that you are working with? Uh, it was the Reserve Network. I'm no longer with them. Okay, and may I have the last four digits of your Social Security? 7167. Okay, Mr. Crouse, and just for security purposes, sir, can you please verify your address and date of birth? 1002nd Street, December 2nd, 1953. CrouseGreg19@gmail.com? I'm sorry, what? Is your email CrouseGreg@19- No, it's, uh- ... @gmail.com? It's- Leona? ... uh, L-E... It's Leona Crouse, is that one on there? Ah. Okay, yes, we have both of them. Okay. Okay, that's the one I'm at right now and, uh, I ju- you know, he... I received the statement of coverage which was really nice- Yes. ... but I... it o- it was only 2023. Okay so I just need- And I need a statement of coverage- 2022 as well? I need it for 22. Okay, give me just a minute while I check something here. Okay. Okay, so, um, let me request that you send me- Can you send me that one? Yes, we- I'm going to make the request. So you want an, a statement of coverage from, uh, the end coverage 10 January, um, my October- Uh, January 2022- ... 2023 to January 2022. Okay. Yeah, that's what I need. It... This was only 2023, so it's not enou-... I need to show the 22 also. Okay, sir. So I'm gonna make the request. I have to give them 24 to 48 hours for they to process that, but they usually do that earlier than. Okay, sir. Okay, are you gonna send it? Yes, sir. I'm gonna make the request and I have to wait for them- Okay. ... to send it. I don't do that. It will be from the mail. Okay. All righty, sir. I'll watch for it. Anything else that I can help you with? Sure. Yeah, sure. No, that's it. I r- I really appreciate it. You're more than welcome, Mr. Crouse. Thank you for calling- Okay. ... Benefits in a Cart. Thank you for your help. Mm-hmm. Bye-bye. You're welcome, sir. Mm-hmm. Bye-bye.

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? My name is Gregory Crouse, C-R-O-U-S-E. Hello, Mr. Crouse. How may I help you? Yes, I spoke with, uh, Justin earlier, one of your other, uh- Oh. ... associates. Mm-hmm. And he sent me a statement of coverage for the insurance that I had. Mm-hmm. And, uh, he only included,

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