

Transcript: Sara

Marulanda-6331959844749312-4753527553867776

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for selecting a customer account. My name is Sarah. May I have your name, please? My name is Tanisha Alston. Hello, ma'am. How may I help you? Um, I was calling to see... I was calling to see about a, um, about my death insurance card. I don't remember receiving one in the mail when I started my job. Okay. May I have the name of the agency that you are working with and the last four of your social, please? Mega Force 3144. 3144? Yes, ma'am. And your last name again? Alston. A-L-S-T-O-N. Tanisha Alston? Yes. And just for security purposes, ma'am, can you please verify your address and date of birth? Let me get my old address down. Uh, 722 Jack Street, Millsboro, North Carolina 27530. Okay. And your date of birth? February 6th, 1980. And is your email tanishialston1@gmail.com? Yes, ma'am. And is your phone number 984-226-6439? No. My, my phone number changed. Okay. Which one is your phone number? 984-323-9715. 984-323-9715. Thank you very much. Yes. Yes. Okay. Your ID card. Give me just a minute, please. Okay. Yeah. Okay. You are enrolled in dental and vision. Yes. I am downloading the card. I'm gonna send them to your email. May I put you on hold just for a minute while I process the email? Yes. Okay, ma'am. I'll be right back with you. Please don't disconnect the call. Sure. Thank you. Let me check this one. Yes, ma'am. Thank you for waiting, ma'am. Okay. I already sent you the email with the two ID cards. Can you check your email while we're on the phone? Okay. Checking now. Yeah. That's our ID card. Yeah, that's the... Those are the ID cards. There is a PDF file there once you click on it, it will open and there... Your ID card is there. Is there anything else that I can help you with? No, thanks. Ma'am? What's- What's- Uh, oh, okay. What do you call APL? WorkFirst? APL is your dental and Emerald Life is the vision. Okay. I clicked on the wrong thing. Okay, ma'am, do you have any other questions for us? So, what, yeah, um, will y'all be sending me a vis- Will y'all be sending me a dental card through the mail? I think they send it already, but I will request them another- another copy to be sent. Okay. 'Cause I got my vision. I got my vision insurance card. I got that card, but I don't- I don't remember receiving the dental, um, the dental card. I got the vision card, but I don't have the dental card. Did you guys receive- I think I'ma- I think I'ma need the dental card to show when I go for my appointment. Yes, sure. Your address is 722 Jackson Street, Goldsboro, North Carolina 27530? Yeah. Mm-hmm. Okay. And so I'm going to make a request for that ID card to be sent to that, to that email and mailing address. Do you have any apartment number or not? Apartment number is 722. Okay. I think that's pretty much all. Um, in the meantime, you can use the one I send you. Those are the exact copies of the originals. The originals may take one to two weeks for, uh, they to arrive at your mailing address. Okay. All righty, ma'am. You got it. Thank you very much. You're more than welcome, ma'am. Have a wonderful day and thank you for calling Benefits in a Cart. You're welcome. You have a nice day, ma'am. You as well, ma'am. Thank you very much.

Bye-bye. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for selecting a customer account. My name is Sarah. May I have your name, please? My name is Tanisha Alston. Hello, ma'am. How may I help you? Um, I was calling to see... I was calling to see about a, um, about my death insurance card. I don't remember receiving one in the mail when I started my job. Okay. May I have the name of the agency that you are working with and the last four of your social, please? Mega Force 3144. 3144? Yes, ma'am. And your last name again? Alston. A-L-S-T-O-N. Tanisha Alston? Yes. And just for security purposes, ma'am, can you please verify your address and date of birth? Let me get my old address down. Uh, 722 Jack Street, Millsboro, North Carolina 27530. Okay. And your date of birth? February 6th, 1980. And is your email tanishialston1@gmail.com? Yes, ma'am. And is your phone number 984-226-6439? No. My, my phone number changed. Okay. Which one is your phone number? 984-323-9715. 984-323-9715. Thank you very much. Yes. Yes. Okay. Your ID card. Give me just a minute, please. Okay. Yeah. Okay. You are enrolled in dental and vision. Yes. I am downloading the card. I'm gonna send them to your email. May I put you on hold just for a minute while I process the email? Yes. Okay, ma'am. I'll be right back with you. Please don't disconnect the call. Sure. Thank you. Let me check this one. Yes, ma'am. Thank you for waiting, ma'am. Okay. I already sent you the email with the two ID cards. Can you check your email while we're on the phone? Okay. Checking now. Yeah. That's our ID card. Yeah, that's the... Those are the ID cards. There is a PDF file there once you click on it, it will open and there... Your ID card is there. Is there anything else that I can help you with? No, thanks. Ma'am? What's- What's- Uh, oh, okay. What do you call APL? WorkFirst? APL is your dental and Emerald Life is the vision. Okay. I clicked on the wrong thing. Okay, ma'am, do you have any other questions for us? So, what, yeah, um, will y'all be sending me a vis- Will y'all be sending me a dental card through the mail? I think they send it already, but I will request them another- another copy to be sent. Okay. 'Cause I got my vision. I got my vision insurance card. I got that card, but I don't- I don't remember receiving the dental, um, the dental card. I got the vision card, but I don't have the dental card. Did you guys receive- I think I'ma- I think I'ma need the dental card to show when I go for my appointment. Yes, sure. Your address is 722 Jackson Street, Goldsboro, North Carolina 27530? Yeah. Mm-hmm. Okay. And so I'm going to make a request for that ID card to be sent to that, to that email and mailing address. Do you have any apartment number or not? Apartment number is 722. Okay. I think that's pretty much all. Um, in the meantime, you can use the one I send you. Those are the exact copies of the originals. The originals may take one to two weeks for, uh, they to arrive at your mailing address. Okay. All righty, ma'am. You got it. Thank you very much. You're more than welcome, ma'am. Have a wonderful day and thank you for calling Benefits in a Cart. You're welcome. You have a nice day, ma'am. You as well, ma'am. Thank you very much. Bye-bye. Bye-bye.