

Transcript: VICTORIA

Taylor-5089858134523904-5291309280575488

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card®. This is Victoria. How can I help you? Hi, Victoria. I was calling because, um, I need to see if my benefits were activated. Okay. What's the name of the agency you work for? Uh, TRC. And the last four of your social? 6406. And, uh, your first and last name? Napoleon McDuffy. Gotcha. Do you mind verifying your address and date of birth? 3642 Falling Springs, Royal Columbia, South Carolina 29203. 09/18/1997. And then phone number 404-725-5897? Yes. And then email's gonna be lastname@polo86@gmail.com? Yes. Okay. Um, yes, sir, I do see that your coverage is currently active. Um, uh, so, what, what do I have? You have the group accident, the dental, short-term disability, critical illness, term life, vision, uh, ID experts, and behavioral health, all being for employee only. Um, with the dental, what is the coverage? Um, so it's a very basic dental plan. It covers your preventative services at 100% as long as you stay in network. And then, um, it covers basic services like fillings and extractions at 80% once you meet the \$50 deductible. Uh, so, like how do I... Uh, is that, like, the only plan that, that is given? Like the basic plan? Yeah. We only have one dental plan. Okay. Um, are you able to, like, send me, like, my medical record? You mean your ID card? Yeah. Yeah, I can look that up. Give me just one second and I'll be right back. Okay. Hello. Thank you, sir. So I just sent those to your, uh, email address, your gen and your dental ID cards. Okay. Yes, sir. Did you need help with anything else? No, that's it. Thank you. You're welcome. Have a good day. All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card®. This is Victoria. How can I help you?

Speaker speaker_2: Hi, Victoria. I was calling because, um, I need to see if my benefits were activated.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: Uh, TRC.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 6406.

Speaker speaker_1: And, uh, your first and last name?

Speaker speaker_2: Napoleon McDuffy.

Speaker speaker_1: Gotcha. Do you mind verifying your address and date of birth?

Speaker speaker_2: 3642 Falling Springs, Royal Columbia, South Carolina 29203.
09/18/1997.

Speaker speaker_1: And then phone number 404-725-5897?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email's gonna be lastnameelo86@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, yes, sir, I do see that your coverage is currently active.

Speaker speaker_2: Um, uh, so, what, what do I have?

Speaker speaker_1: You have the group accident, the dental, short-term disability, critical illness, term life, vision, uh, ID experts, and behavioral health, all being for employee only.

Speaker speaker_2: Um, with the dental, what is the coverage?

Speaker speaker_1: Um, so it's a very basic dental plan. It covers your preventative services at 100% as long as you stay in network. And then, um, it covers basic services like fillings and extractions at 80% once you meet the \$50 deductible.

Speaker speaker_2: Uh, so, like how do I... Uh, is that, like, the only plan that, that is given? Like the basic plan?

Speaker speaker_1: Yeah. We only have one dental plan.

Speaker speaker_2: Okay. Um, are you able to, like, send me, like, my medical record?

Speaker speaker_1: You mean your ID card?

Speaker speaker_2: Yeah.

Speaker speaker_1: Yeah, I can look that up. Give me just one second and I'll be right back.

Speaker speaker_2: Okay.

Speaker speaker_1: Hello. Thank you, sir. So I just sent those to your, uh, email address, your gen and your dental ID cards.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir. Did you need help with anything else?

Speaker speaker_2: No, that's it. Thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: All right.