

Transcript: VICTORIA

Taylor-5378709114765312-5104095549636608

Full Transcript

Thank you for calling BenefitTricard. This is Victoria. How can I help you? Yeah, how you doing, ma'am? Good, how are you? Hey, I'm good. I'm, uh, Cameron Stokes and I was trying to check on my, um, policy. I think I got the vision and I was trying to make sure I did get dental also. Okay. What's the name of the agency you work for? Uh, uh, it's called, uh, 3rd Staffing but, um, I work at Grupo Anthony. Okay. What's the last four of your Social? 7916. Because I got my um, vision and I think I got my vision card for the vision but I didn't get the, um, dental I think. Okay. Um, and you said first name is Cameron, last name is Stokes? Yes, ma'am. Do you mind verifying your address and date of birth? No. Date of birth is 10/10/1997. And the address, 1306 1st Avenue North, Dothan, Alabama, zip code 35020. Phone number 205-887-2786? Yes, ma'am. Email is gonna be first and last name 23@icloud. Yes, ma'am. Okay. Yeah, so I see that you're enrolled into dental and the vision. Uh, the dental ID card is probably on its way to you 'cause they're... I believe they're sent from two separate insurance carriers. Oh, okay, okay. Um, but just to be on the safe side, I can email you copies of those so you have the digital versions. Oh, thank you. Yes, ma'am. Thank you. You're welcome. Um, it'll take me just a few minutes to get all that together and sent to your email, but was there anything else you might need help with? Uh, no, ma'am. That would be all. Okay. All right. Well, I will go ahead and download those and then get that sent to your email. All right. Yes, ma'am. Thank you so much. You're welcome. Have a good day. All right, you too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling BenefitTricard. This is Victoria. How can I help you?

Speaker speaker_1: Yeah, how you doing, ma'am?

Speaker speaker_0: Good, how are you?

Speaker speaker_1: Hey, I'm good. I'm, uh, Cameron Stokes and I was trying to check on my, um, policy. I think I got the vision and I was trying to make sure I did get dental also.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Uh, uh, it's called, uh, 3rd Staffing but, um, I work at Grupo Anthony.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: 7916. Because I got my um, vision and I think I got my vision card for the vision but I didn't get the, um, dental I think.

Speaker speaker_0: Okay. Um, and you said first name is Cameron, last name is Stokes?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: No. Date of birth is 10/10/1997. And the address, 1306 1st Avenue North, Dothan, Alabama, zip code 35020.

Speaker speaker_0: Phone number 205-887-2786?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Email is gonna be first and last name 23@icloud.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Yeah, so I see that you're enrolled into dental and the vision. Uh, the dental ID card is probably on its way to you 'cause they're... I believe they're sent from two separate insurance carriers.

Speaker speaker_1: Oh, okay, okay.

Speaker speaker_0: Um, but just to be on the safe side, I can email you copies of those so you have the digital versions.

Speaker speaker_1: Oh, thank you. Yes, ma'am. Thank you.

Speaker speaker_0: You're welcome. Um, it'll take me just a few minutes to get all that together and sent to your email, but was there anything else you might need help with?

Speaker speaker_1: Uh, no, ma'am. That would be all.

Speaker speaker_0: Okay. All right. Well, I will go ahead and download those and then get that sent to your email.

Speaker speaker_1: All right. Yes, ma'am. Thank you so much.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: All right, you too.

Speaker speaker_0: Bye-bye.