

## **Transcript: VICTORIA**

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### **Full Transcript**

This is Victoria. How can I help you? Yes, ma'am. Um, I'm trying to see which dental office cover does my, um, insurance cover? Okay. Um, so we are just your administrators, we don't have access to the providers that, um, set the coverage but I can give you a website to go on and a phone number to call. Okay, that will be great. Um, so if you want to go online the website is ampublic.com. ampublic.com? Yeah. Um, but if you would rather- Yeah, yeah. ... call- Mm-hmm. ... uh, that phone number is 800-290- Mm-hmm. ... 0523. Okay, thank you so much. You're welcome. Do you need help with anything else? No, ma'am, that's, that's fine. All righty. Have a good day. You too.

### **Conversation Format**

Speaker speaker\_0: This is Victoria. How can I help you?

Speaker speaker\_1: Yes, ma'am. Um, I'm trying to see which dental office cover does my, um, insurance cover?

Speaker speaker\_0: Okay. Um, so we are just your administrators, we don't have access to the providers that, um, set the coverage but I can give you a website to go on and a phone number to call.

Speaker speaker\_1: Okay, that will be great.

Speaker speaker\_0: Um, so if you want to go online the website is ampublic.com.

Speaker speaker\_1: ampublic.com?

Speaker speaker\_0: Yeah. Um, but if you would rather-

Speaker speaker\_1: Yeah, yeah.

Speaker speaker\_0: ... call-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... uh, that phone number is 800-290-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: ... 0523.

Speaker speaker\_1: Okay, thank you so much.

Speaker speaker\_0: You're welcome. Do you need help with anything else?

Speaker speaker\_1: No, ma'am, that's, that's fine.

Speaker speaker\_0: All righty. Have a good day.

Speaker speaker\_1: You too.