

Transcript: VICTORIA

Taylor-5779611014971392-6661269150810112

Full Transcript

Thank you for calling Benefits on Demand. This is Victoria. How can I help you? Hey. I was... I guess I don't really... I'm looking for my insurance number. My dad had told me to call for dental insurance. Okay. Are you the policyholder or is your dad the policyholder? My dad. Do you have the last four of his social? Yeah. Um, 4455 and his name is Troy Gillard. That first name is Troy? Yeah. Okay. And would you be able to verify his date of birth? Yeah. Um, 11-25-1965. Okay. And what is your name? Clara Gillard. And then if you'll just verify your date of birth and the last four of your social. That's 3703, and then it's 8563. Okay. Are you just needing a copy of the ID card? Yeah. Okay. Um, let me see. Great. Do you have a good email address that I can send that to? Yeah. Um, it's my first last name, so K-L-A-R-I-S-A G-I-L-L E-D-T-E 7@icloud.com. Okay, so I have your first name K-L-A-R-I-S-A, and then what was after that? Um, my last name G-I-L-L E-D-T-E, and then it's 7@icloud.com. Okay. And it's just the dental ID card that you need? Yeah. Okay. Give me just a few seconds. I'm gonna look that up real quick. Okay. So I'm sending that now to your email. You should get it here in a few seconds. Now on the actual ID card, it's gonna show your father's name. Mm-hmm. Um, but once we plug in all the information, you will show up as a dependent. So the card itself doesn't have your name on it, but like I said- Mm-hmm. ... once they plug in all the information, they'll see you're a dependent. Okay. Sounds good. Thank you. You're welcome. Did you need help with anything else? Nope, that was all. All right. You have a wonderful day. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hey. I was... I guess I don't really... I'm looking for my insurance number. My dad had told me to call for dental insurance.

Speaker speaker_0: Okay. Are you the policyholder or is your dad the policyholder?

Speaker speaker_1: My dad.

Speaker speaker_0: Do you have the last four of his social?

Speaker speaker_1: Yeah. Um, 4455 and his name is Troy Gillard.

Speaker speaker_0: That first name is Troy?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And would you be able to verify his date of birth?

Speaker speaker_1: Yeah. Um, 11-25-1965.

Speaker speaker_0: Okay. And what is your name?

Speaker speaker_1: Clara Gillard.

Speaker speaker_0: And then if you'll just verify your date of birth and the last four of your social.

Speaker speaker_1: That's 3703, and then it's 8563.

Speaker speaker_0: Okay. Are you just needing a copy of the ID card?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, let me see. Great. Do you have a good email address that I can send that to?

Speaker speaker_1: Yeah. Um, it's my first last name, so K-L-A-R-I-S-A G-I-L-L E-D-T-E 7@icloud.com.

Speaker speaker_0: Okay, so I have your first name K-L-A-R-I-S-A, and then what was after that?

Speaker speaker_1: Um, my last name G-I-L-L E-D-T-E, and then it's 7@icloud.com.

Speaker speaker_0: Okay. And it's just the dental ID card that you need?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Give me just a few seconds. I'm gonna look that up real quick. Okay. So I'm sending that now to your email. You should get it here in a few seconds. Now on the actual ID card, it's gonna show your father's name.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, but once we plug in all the information, you will show up as a dependent. So the card itself doesn't have your name on it, but like I said-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... once they plug in all the information, they'll see you're a dependent.

Speaker speaker_1: Okay. Sounds good. Thank you.

Speaker speaker_0: You're welcome. Did you need help with anything else?

Speaker speaker_1: Nope, that was all.

Speaker speaker_0: All right. You have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.