

Transcript: VICTORIA

Taylor-6041947722170368-4934114125496320

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. This is Victoria. How can I help you? Hey, Victoria. I was calling to request my benefit cards. Oh, okay. Uh, what's the name of the agency you work for? Um, MEU. And the last four of your Social? 7796. Was it 7796? Yes. Okay. And your first and last name? Deshone McNeil. All right. And then if you'll verify your address and date of birth. 190 Rose Hill Court, Summerville, South Carolina 29485. And my birth date's 11/9/76. And phone number 843-990-1641? Yes. And then email's gonna be first and last name 55 at gmail.com? Um, the email doesn't have the c, it's a s. So it'll be first and last name with a... With a S. D-A-S-H-O-N-E M-C-N-E-I-L 17@gmail.com. Okay. I see that now. And, uh, the... Was it 17 at gmail.com? Mm-hmm. Okay. For some reason we have 55. So D-A- You can leave... You can leave 55. It's either way. I didn't know which one y'all had. You can... You can leave that one. Okay. So just to make sure, D-A-S-H-O-N-E, uh, M-C-N-E-I-L 55 at gmail.com? Yes. Okay. Uh, give me just a few seconds. I can look those up and email them to you. Okay. I'll be right back. Mm-hmm. All righty. Thank you so much for holding. So I just sent the ID cards to your email. Okay. I have one more question. Do y'all, um, deal with our dental as well? So we're just your benefits administers. Uh, did you have questions about, like, claims or... No, ma'am. I was just trying to get ahold of some of my, um, cards so when I go to my appointments I will have them. And I... I knew I had signed up for dental as well but I just didn't know who my dental was through. Oh, o- okay. Um, yeah. So I sent you a copy of the medical and the dental. Um, they're both- Okay. ... through the same carrier. It would be American Public Life. Oh, okay. That's what I was wondering. So I can... I just wanted to make sure before I set up my appointment. All righty. Uh, was there anything else you might need help with? No, ma'am. That's it. Okay. You have a wonderful day. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefit Center Card. This is Victoria. How can I help you?

Speaker speaker_2: Hey, Victoria. I was calling to request my benefit cards.

Speaker speaker_1: Oh, okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Um, MEU.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 7796.

Speaker speaker_1: Was it 7796?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Deshone McNeil.

Speaker speaker_1: All right. And then if you'll verify your address and date of birth.

Speaker speaker_2: 190 Rose Hill Court, Summerville, South Carolina 29485. And my birth date's 11/9/76.

Speaker speaker_1: And phone number 843-990-1641?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email's gonna be first and last name 55 at gmail.com?

Speaker speaker_2: Um, the email doesn't have the c, it's a s. So it'll be first and last name with a... With a S. D-A-S-H-O-N-E M-C-N-E-I-L 17@gmail.com.

Speaker speaker_1: Okay. I see that now. And, uh, the... Was it 17 at gmail.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. For some reason we have 55. So D-A-

Speaker speaker_2: You can leave... You can leave 55. It's either way. I didn't know which one y'all had. You can... You can leave that one.

Speaker speaker_1: Okay. So just to make sure, D-A-S-H-O-N-E, uh, M-C-N-E-I-L 55 at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Uh, give me just a few seconds. I can look those up and email them to you.

Speaker speaker_2: Okay.

Speaker speaker_1: I'll be right back.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All righty. Thank you so much for holding. So I just sent the ID cards to your email.

Speaker speaker_2: Okay. I have one more question. Do y'all, um, deal with our dental as well?

Speaker speaker_1: So we're just your benefits administrators. Uh, did you have questions about, like, claims or...

Speaker speaker_2: No, ma'am. I was just trying to get ahold of some of my, um, cards so when I go to my appointments I will have them. And I... I knew I had signed up for dental as well but I just didn't know who my dental was through.

Speaker speaker_1: Oh, o- okay. Um, yeah. So I sent you a copy of the medical and the dental. Um, they're both-

Speaker speaker_2: Okay.

Speaker speaker_1: ... through the same carrier. It would be American Public Life.

Speaker speaker_2: Oh, okay. That's what I was wondering. So I can... I just wanted to make sure before I set up my appointment.

Speaker speaker_1: All righty. Uh, was there anything else you might need help with?

Speaker speaker_2: No, ma'am. That's it.

Speaker speaker_1: Okay. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.