

Transcript: Chris Sofield (deactivated)-5724214747152384-6712175202615296

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card®. This is Chris. How can I help you today? Hi, Chris. Um, I, I just called you. Um, okay. So I went to the dentist a few days ago and, um, they... I guess they couldn't really find, um, the insurance company that I was with since I'm with a, uh, different, uh, uh, employee company now. Um, she was asking for like a access code or some type of code that I, that you need, the dentist people. An access code? Yeah, that's what she said. I tried to do like a three-way call but it, it wouldn't let me do a three-way call. Okay. Um, um, I, I'm not sure what you would mean by that, and I'm not sure what they would mean by that. All we are- Mm-hmm. ... is just the enrollment admin for your place of employment to help you get enrolled into the policy. Mm-hmm. But for any questions regarding the dental coverage itself, um, you may need to get in contact with American Public Life directly. I can give you their phone number if you need it. Oh. Please, yes, please. All right. Um, 800- Mm-hmm. ... 256- Mm-hmm. ... 8606. Okay. Thank you so much. You're welcome. Thanks for calling. Have a good day. Aw. Thank you.

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 Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. Um, I, I just called you. Um, okay. So I went to the dentist a few days ago and, um, they... I guess they couldn't really find, um, the insurance company that I was with since I'm with a, uh, different, uh, uh, employee company now. Um, she was asking for like a access code or some type of code that I, that you need, the dentist people.

Speaker speaker_1: An access code?

Speaker speaker_2: Yeah, that's what she said. I tried to do like a three-way call but it, it wouldn't let me do a three-way call.

Speaker speaker_1: Okay. Um, um, I, I'm not sure what you would mean by that, and I'm not sure what they would mean by that. All we are-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... is just the enrollment admin for your place of employment to help you get enrolled into the policy.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: But for any questions regarding the dental coverage itself, um, you may need to get in contact with American Public Life directly. I can give you their phone number if you need it.

Speaker speaker_2: Oh. Please, yes, please.

Speaker speaker_1: All right. Um, 800-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 256-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 8606.

Speaker speaker_2: Okay. Thank you so much.

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

Speaker speaker_2: Aw. Thank you.