

Transcript: Estefania

Acevedo-4789454287978496-5366549682634752

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? How are you doing, Stephanie? Hey. Good, thank you. How about you? I'm doing all right. My name is Christopher D and I just started with Integrity Services. And I've been waiting on them to, to see how they can start on my dental care, because I have a tooth, a wisdom tooth that's bothering me, and I have an appointment Thursday and I need to get it examined and pulled out. So I was just trying to get all that taken care of. Okay. Yeah, I can check to see if you have active coverage already. Um, what are the last four of your Social? 1213. And for security purposes, could you please verify the address that we have on file, as well as your date of birth? Uh, 200 Vickery Street, Apartment One, or P- or the PO Box 1913, Boulder Brook, Illinois 60440. Okay. And then what was that date of birth? 5/4/91. Okay. Thank you. Um, is your number still 7737123969? Yes, ma'am. I have positive.solutions.101@gmail.com. Is that up to date? Yes, ma'am. Okay. Let me see. So it looks like this is the first week that you have active coverage, so you do have active coverage for this week. So your dental plan is active as of- Okay. ... today. Okay. So can you give me all the information I need? Uh, since it's the first day that you have active coverage, I don't think your information is available yet, but I can go ahead and send a email to see if we can get that policy number. Okay. Yeah, because for Thursday I definitely need it by, like, 3:00. Okay. Yeah. I'll send that email out. Um, if anything else would be appropriate if we don't have that information, but I'm pretty sure by Thursday it should be available. So I- Okay. So probably give me a call Thursday? Well, I'm a, I'm a, I'm gonna be, um, checking up on it right now. I'm gonna send an email to see if there's any way that we can get you your policy information ready. Okay. And then depending on what they tell me, I'll be giving you a call back, okay? Okay. Yeah, please give me a call back. I appreciate you so much. You're welcome. Um, is that a good number? And then, is that a good email as well? Yes, ma'am. Okay. Thank you. Yeah, I'll be giving you a call back. I'm gonna send that email out. Okay. Thank you. You're welcome. Have a nice day. All right. You, too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: How are you doing, Stephanie?

Speaker speaker_1: Hey. Good, thank you. How about you?

Speaker speaker_2: I'm doing all right. My name is Christopher D and I just started with Integrity Services. And I've been waiting on them to, to see how they can start on my dental care, because I have a tooth, a wisdom tooth that's bothering me, and I have an appointment Thursday and I need to get it examined and pulled out. So I was just trying to get all that taken care of.

Speaker speaker_1: Okay. Yeah, I can check to see if you have active coverage already. Um, what are the last four of your Social?

Speaker speaker_2: 1213.

Speaker speaker_1: And for security purposes, could you please verify the address that we have on file, as well as your date of birth?

Speaker speaker_2: Uh, 200 Vickery Street, Apartment One, or P- or the PO Box 1913, Boulder Brook, Illinois 60440.

Speaker speaker_1: Okay. And then what was that date of birth?

Speaker speaker_2: 5/4/91.

Speaker speaker_1: Okay. Thank you. Um, is your number still 7737123969?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: I have positive.solutions.101@gmail.com. Is that up to date?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Let me see. So it looks like this is the first week that you have active coverage, so you do have active coverage for this week. So your dental plan is active as of-

Speaker speaker_2: Okay.

Speaker speaker_1: ... today.

Speaker speaker_2: Okay. So can you give me all the information I need?

Speaker speaker_1: Uh, since it's the first day that you have active coverage, I don't think your information is available yet, but I can go ahead and send a email to see if we can get that policy number.

Speaker speaker_2: Okay. Yeah, because for Thursday I definitely need it by, like, 3:00.

Speaker speaker_1: Okay. Yeah. I'll send that email out. Um, if anything else would be appropriate if we don't have that information, but I'm pretty sure by Thursday it should be available. So I-

Speaker speaker_2: Okay. So probably give me a call Thursday?

Speaker speaker_1: Well, I'm a, I'm a, I'm gonna be, um, checking up on it right now. I'm gonna send an email to see if there's any way that we can get you your policy information ready.

Speaker speaker_2: Okay.

Speaker speaker_1: And then depending on what they tell me, I'll be giving you a call back, okay?

Speaker speaker_2: Okay. Yeah, please give me a call back. I appreciate you so much.

Speaker speaker_1: You're welcome. Um, is that a good number? And then, is that a good email as well?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Thank you. Yeah, I'll be giving you a call back. I'm gonna send that email out.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: All right. You, too.