

## **Transcript: Estefania**

**Acevedo-4841904942661632-4808729105317888**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits Center Card on behalf of WorkSmart. Um, I just got off the phone with you regarding your dental and vision plan. Yeah. I just wanted to ask you real quick, um, for your dental plan, were you within the network or out of the network? Whenever you- I just looked on the website that you guys sent to me and it said that there was no, like, user associated with the group number or my, um, like, all the other information you're asking me. Okay. Okay. I just wanted to make sure. All right. So I'mma be sending that email regarding those two plans. Okay? Okay. Thank you. All right. You're welcome. Have a nice day. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hey, good afternoon. I'm calling from Benefits Center Card on behalf of WorkSmart. Um, I just got off the phone with you regarding your dental and vision plan.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: I just wanted to ask you real quick, um, for your dental plan, were you within the network or out of the network? Whenever you-

Speaker speaker\_2: I just looked on the website that you guys sent to me and it said that there was no, like, user associated with the group number or my, um, like, all the other information you're asking me.

Speaker speaker\_1: Okay. Okay. I just wanted to make sure. All right. So I'mma be sending that email regarding those two plans. Okay?

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: All right. You're welcome. Have a nice day.

Speaker speaker\_2: You too.