

Transcript: Estefania

Acevedo-5033750338945024-5199604074627072

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hi. My name is Tevon Burris. I work for a temp service, MAU. I'm just calling to see if I can get my policy number. Okay. Yeah, I can help you with that. Um, what are the last four of your Social? 6803. And what was your first and last name? Tevon Burris. Okay. T-E-V-O-N? Yes, ma'am. Okay. Um, for security purposes, I do need you to verify your address as well as your date of birth for me. Okay. 206 Limehouse Drive, Ladson, South Carolina 29456. And my, you said birthday? Yes. September 14th, 1998. Thank you. Is your phone number still the 843-323-9090? 9092. Okay, 9092. And then, I have your first name, 19064@gmail.com as the e-mail on file. Is that still up to date? Yes. Okay. Okay, and then if you wish, I can go ahead and check to see if that card is available through e-mail. And if so, I'll just go ahead and send it to you. Okay, thank you. Mm-hmm. Um, do you mind getting put in a brief hold while I e-mail that to the e-mail on file? Is that a good e-mail to send it to? Yes. Okay. Give me... Thank you. I'll be right back. Okay. Thank you for your hold. I went ahead and e-mailed you your, um, dental card. Do you mind verifying that you have received it? Yes. Okay. I got it. Okay. Um, did you have any more questions for me? No, that's all. Thank you. You're welcome. Have a nice day. Thank you for calling Benefits in a Car. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi. My name is Tevon Burris. I work for a temp service, MAU. I'm just calling to see if I can get my policy number.

Speaker speaker_0: Okay. Yeah, I can help you with that. Um, what are the last four of your Social?

Speaker speaker_1: 6803.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Tevon Burris.

Speaker speaker_0: Okay. T-E-V-O-N?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, for security purposes, I do need you to verify your address as well as your date of birth for me.

Speaker speaker_1: Okay. 206 Limehouse Drive, Ladson, South Carolina 29456. And my, you said birthday?

Speaker speaker_0: Yes.

Speaker speaker_1: September 14th, 1998.

Speaker speaker_0: Thank you. Is your phone number still the 843-323-9090?

Speaker speaker_1: 9092.

Speaker speaker_0: Okay, 9092. And then, I have your first name, 19064@gmail.com as the e-mail on file. Is that still up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Okay, and then if you wish, I can go ahead and check to see if that card is available through e-mail. And if so, I'll just go ahead and send it to you.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Mm-hmm. Um, do you mind getting put in a brief hold while I e-mail that to the e-mail on file? Is that a good e-mail to send it to?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me... Thank you. I'll be right back. Okay. Thank you for your hold. I went ahead and e-mailed you your, um, dental card. Do you mind verifying that you have received it?

Speaker speaker_1: Yes. Okay. I got it.

Speaker speaker_0: Okay. Um, did you have any more questions for me?

Speaker speaker_1: No, that's all. Thank you.

Speaker speaker_0: You're welcome. Have a nice day. Thank you for calling Benefits in a Car.

Speaker speaker_1: You too.