

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. Um, so I'm looking for my policy number on my dental, and I can't seem to find it on the- online. Okay. Um, if you want, I can send you your card. Uh, yeah, that would be perfect. Um, what staff and agency are you working with? I'm with Terrace, Stephanie. Okay. And then what are those last four of your social? It is 5552. You said 5552? Yeah. And then your first and last name, please. It is Angel Nuanes. Last name N-U-A-N-E-Z. All right. Um, can I put you in a brief hold while I send you that information? Yeah. All right. Hey, thank you for your hold. I went ahead and emailed that to you. Do you mind verifying that you received it? Uh, give me one second so I can check. Mm-hmm. And then in that email there's gonna be that, um, number that you can contact to find the providers, and then your group number is on there. Yes, I got it. Okay. Did you have any other questions? No. That was it. Thank you so much, Stephanie. You're welcome. Have a nice day, sir. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. Um, so I'm looking for my policy number on my dental, and I can't seem to find it on the- online.

Speaker speaker_0: Okay. Um, if you want, I can send you your card.

Speaker speaker_1: Uh, yeah, that would be perfect.

Speaker speaker_0: Um, what staff and agency are you working with?

Speaker speaker_1: I'm with Terrace, Stephanie.

Speaker speaker_0: Okay. And then what are those last four of your social?

Speaker speaker_1: It is 5552.

Speaker speaker_0: You said 5552?

Speaker speaker_1: Yeah.

Speaker speaker_0: And then your first and last name, please.

Speaker speaker_1: It is Angel Nuanes. Last name N-U-A-N-E-Z.

Speaker speaker_0: All right. Um, can I put you in a brief hold while I send you that information?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. Hey, thank you for your hold. I went ahead and emailed that to you. Do you mind verifying that you received it?

Speaker speaker_1: Uh, give me one second so I can check.

Speaker speaker_0: Mm-hmm. And then in that email there's gonna be that, um, number that you can contact to find the providers, and then your group number is on there.

Speaker speaker_1: Yes, I got it.

Speaker speaker_0: Okay. Did you have any other questions?

Speaker speaker_1: No. That was it. Thank you so much, Stephanie.

Speaker speaker_0: You're welcome. Have a nice day, sir.

Speaker speaker_1: You too. Bye.