

## **Transcript: Francesca**

**Baez-5343863926210560-5960783163604992**

### **Full Transcript**

Good morning. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hey. Um, I'm trying to find out more information about my dental insurance. What staffing company do you work with? Um, MAU Workforce Solutions. Can you go ahead and mask part of your social? 7369. And your last name? Stroman. Can you please verify your mailing address and date of birth to make sure I have the right account in front of me? My date of birth is 08-23-1996. And address is 286 Union Academy Road, Springfield, South Carolina, 29137. I have the best phone number to reach you down as 757-266-2137? Correct. And we have your email down as ucbashawn@ical.com? Correct. Okay. So the dental plan you're currently active with your staffing company is with American Public Life. It is a PPO limited plan. What information were you looking for? Um, I'm trying to like access the card or whatever so I can, um, make a dentist appointment. Sure thing. I can send a digital copy to your email if you like. Yes, ma'am. I would love that. All right. Let me place in a quick hold while I download it. I'll be right back. Okay. Thank you. Please hold. That's it. Thank you for holding. I went ahead and sent you an email with three PDF attachment. Your dental, your medical and your vision cards are gonna be on it. Thank you so much. Of course. Was there anything else aside from those benefit cards that we can assist you with today? Um, what company did you say it was with again, the dental? It is with American Public Life. Okay. A-American Public Life? Yes, sir. And then they also go by APL. Okay. Awesome. Thank you so much. Of course. It was a pleasure. Was there anything else? That's it. All right. I hope you have a wonderful rest of your day. Thank you for calling Benefits in a Card today. All right. Thank you. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Good morning. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hey. Um, I'm trying to find out more information about my dental insurance.

Speaker speaker\_0: What staffing company do you work with?

Speaker speaker\_1: Um, MAU Workforce Solutions.

Speaker speaker\_0: Can you go ahead and mask part of your social?

Speaker speaker\_1: 7369.

Speaker speaker\_0: And your last name?

Speaker speaker\_1: Stroman.

Speaker speaker\_0: Can you please verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker\_1: My date of birth is 08-23-1996. And address is 286 Union Academy Road, Springfield, South Carolina, 29137.

Speaker speaker\_0: I have the best phone number to reach you down as 757-266-2137?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And we have your email down as ucbashawn@ical.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. So the dental plan you're currently active with your staffing company is with American Public Life. It is a PPO limited plan. What information were you looking for?

Speaker speaker\_1: Um, I'm trying to like access the card or whatever so I can, um, make a dentist appointment.

Speaker speaker\_0: Sure thing. I can send a digital copy to your email if you like.

Speaker speaker\_1: Yes, ma'am. I would love that.

Speaker speaker\_0: All right. Let me place in a quick hold while I download it. I'll be right back.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Thank you. Please hold.

Speaker speaker\_1: That's it.

Speaker speaker\_0: Thank you for holding. I went ahead and sent you an email with three PDF attachment. Your dental, your medical and your vision cards are gonna be on it.

Speaker speaker\_1: Thank you so much.

Speaker speaker\_0: Of course. Was there anything else aside from those benefit cards that we can assist you with today?

Speaker speaker\_1: Um, what company did you say it was with again, the dental?

Speaker speaker\_0: It is with American Public Life.

Speaker speaker\_1: Okay. A- American Public Life?

Speaker speaker\_0: Yes, sir. And then they also go by APL.

Speaker speaker\_1: Okay. Awesome. Thank you so much.

Speaker speaker\_0: Of course. It was a pleasure. Was there anything else?

Speaker speaker\_1: That's it.

Speaker speaker\_0: All right. I hope you have a wonderful rest of your day. Thank you for calling Benefits in a Card today.

Speaker speaker\_1: All right. Thank you. You too.

Speaker speaker\_0: Bye-bye.