

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit 10 Accard. My name is Francesca. How can I assist you today? Hi, Francesca. My name is Cynthia Orantes. I'm calling about getting a copy of my dental insurance coverage card. What staffing company do you work with? Oxford Global Resources. What are the last four of your Social? 7641. And the last name, please? Orantes, O-R-A-N-T-E-S. And for security purposes, can you please verify the mailing address and date of birth? 26233 Alta Vista Avenue, Harbor City, California 11763. And we have your fast phone number to contact as 310-612-2394. That's correct. Yes. And we have your email down as ceo.rhia@gmail.com? That's correct. Do you only need the dental one? Um... Well, if you have the vision, that would be great too. Okay. So let me place you on a quick hold while I download them, and I'll be right back. Okay. Thank you so much. Thank you. Thank you so much for holding, Miss Cynthia. I went ahead and emailed you both of the benefit cards as PDF files from our office email. Okay. Right. Um, it's going to be from info@benefitaccard and it should be titled ID Card. Oh, perfect. Thank you so much, Francesca. Of course, my pleasure. Was there anything else aside from those copies that you needed? Um... No, I think that's it. All right. I hope you have a wonderful rest of your day and thank you so much for your time today. You too. Thank you. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefit 10 Accard. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi, Francesca. My name is Cynthia Orantes. I'm calling about getting a copy of my dental insurance coverage card.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Oxford Global Resources.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 7641.

Speaker speaker_1: And the last name, please?

Speaker speaker_2: Orantes, O-R-A-N-T-E-S.

Speaker speaker_1: And for security purposes, can you please verify the mailing address and date of birth?

Speaker speaker_2: 26233 Alta Vista Avenue, Harbor City, California 11763.

Speaker speaker_1: And we have your fast phone number to contact as 310-612-2394.

Speaker speaker_2: That's correct. Yes.

Speaker speaker_1: And we have your email down as ceo.rhia@gmail.com?

Speaker speaker_2: That's correct.

Speaker speaker_1: Do you only need the dental one?

Speaker speaker_2: Um... Well, if you have the vision, that would be great too.

Speaker speaker_1: Okay. So let me place you on a quick hold while I download them, and I'll be right back.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: Thank you. Thank you so much for holding, Miss Cynthia. I went ahead and emailed you both of the benefit cards as PDF files from our office email.

Speaker speaker_2: Okay. Right.

Speaker speaker_1: Um, it's going to be from info@benefitaccard and it should be titled ID Card.

Speaker speaker_2: Oh, perfect. Thank you so much, Francesca.

Speaker speaker_1: Of course, my pleasure. Was there anything else aside from those copies that you needed?

Speaker speaker_2: Um... No, I think that's it.

Speaker speaker_1: All right. I hope you have a wonderful rest of your day and thank you so much for your time today.

Speaker speaker_2: You too. Thank you. Bye.

Speaker speaker_1: Bye-bye.