

## **Transcript: Franchesca**

**Baez-6145475738255360-5064867066855424**

### **Full Transcript**

Thank you for calling Benefits ... My name is Francesca. How can I assist you today? Um, um, this is Matthew Cummings and, um, I was just calling to see if... I'm trying to figure out how I can, um, get my, uh, information for my dental benefits. Okay. What staffing company do you work with? Uh, Mecha Force. And what are the last four of the Social, please? 6326. Please verify your mailing address and date of birth for me. Um, the birthdate is 10/12/91. Um, address, 1010 John Russell Road, Raeford, North Carolina, 28376. Have Best Contact, 215-4410? Yes. Can I have your email down as first and last name at ymail.com? Mr. Cummings, is that email also correct? Yes. Okay. Did you only need the dental card, or did you need any other, other cards as well? Um, just the dental. I had an appointment today and I don't know where mine is. All right. So what I'm going to go ahead and do is send you a digital copy of it to the email on file. Okay. Okay. Would you be able to send me the, the medical one too? Of course. Okay. Okay. So one thing to keep in mind, your medical preventative... Oh, you don't have vision. Nevermind. I was gonna say, your medical preventative and vision are the same, but I do see here that you only have dental and medical preventative. Yes, ma'am. Mm-hmm. And you only need the digital copies? You don't need me to send for any physical cards? Um, is it a cost to send them? No, sir. Um, through, through mail too? Yes, sir. Oh. Uh, if it, if it's not a cost to send them through mail, then I, I... uh, you could send 'em, but I... if I have the digitals, then I should be okay. All right. Okay, so I'll go ahead and send them both. They're gonna be PDF files attached to the email. Mm-hmm. And then just remember that your medical preventative does have a network requirement. Mm-hmm. The company with that list will also be listed in this email for you. Okay. All right, all set. I sent both of them to the email. I'll give it one minute to make sure that it does leave our outbox. Okay. It does look like I received it. All right, good. So the longest that it should take for those physical cards that I order for you to get there should be, tops, a month. So it should be three to four weeks in total from today. Okay. Well, I have these digitals, so that should get me by just fine. All right. Was there anything else besides from those cards that we can assist you with today? No, ma'am. You did everything I needed. Thank you so much. Of course. It was my pleasure. I hope you have a wonderful rest of your day and enjoy your weekend. All right. Thank you. You as well. Thank you. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Um, um, this is Matthew Cummings and, um, I was just calling to see if... I'm trying to figure out how I can, um, get my, uh, information for my dental benefits.

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

Speaker speaker\_1: Uh, Mecha Force.

Speaker speaker\_0: And what are the last four of the Social, please?

Speaker speaker\_1: 6326.

Speaker speaker\_0: Please verify your mailing address and date of birth for me.

Speaker speaker\_1: Um, the birthdate is 10/12/91. Um, address, 1010 John Russell Road, Raeford, North Carolina, 28376.

Speaker speaker\_0: Have Best Contact, 215-4410?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Can I have your email down as first and last name at ymail.com? Mr. Cummings, is that email also correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Did you only need the dental card, or did you need any other, other cards as well?

Speaker speaker\_1: Um, just the dental. I had an appointment today and I don't know where mine is.

Speaker speaker\_0: All right. So what I'm going to go ahead and do is send you a digital copy of it to the email on file.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Would you be able to send me the, the medical one too?

Speaker speaker\_0: Of course.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: So one thing to keep in mind, your medical preventative... Oh, you don't have vision. Nevermind. I was gonna say, your medical preventative and vision are the same, but I do see here that you only have dental and medical preventative.

Speaker speaker\_1: Yes, ma'am. Mm-hmm.

Speaker speaker\_0: And you only need the digital copies? You don't need me to send for any physical cards?

Speaker speaker\_1: Um, is it a cost to send them?

Speaker speaker\_0: No, sir.

Speaker speaker\_1: Um, through, through mail too?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Oh. Uh, if it, if it's not a cost to send them through mail, then I, I... uh, you could send 'em, but I... if I have the digitals, then I should be okay.

Speaker speaker\_0: All right. Okay, so I'll go ahead and send them both. They're gonna be PDF files attached to the email.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And then just remember that your medical preventative does have a network requirement.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: The company with that list will also be listed in this email for you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right, all set. I sent both of them to the email. I'll give it one minute to make sure that it does leave our outbox.

Speaker speaker\_1: Okay. It does look like I received it.

Speaker speaker\_0: All right, good. So the longest that it should take for those physical cards that I order for you to get there should be, tops, a month. So it should be three to four weeks in total from today.

Speaker speaker\_1: Okay. Well, I have these digitals, so that should get me by just fine.

Speaker speaker\_0: All right. Was there anything else besides from those cards that we can assist you with today?

Speaker speaker\_1: No, ma'am. You did everything I needed. Thank you so much.

Speaker speaker\_0: Of course. It was my pleasure. I hope you have a wonderful rest of your day and enjoy your weekend.

Speaker speaker\_1: All right. Thank you. You as well.

Speaker speaker\_0: Thank you. Bye-bye.