

Transcript: Francesca

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Full Transcript

Thank you for calling Benefit to Know card. My name is Francesca. How can I assist you today? Hey, man. This is Dangelo Lewis. I'm trying to see if I have, have the benefits, um, card. Okay. Let's take a look at your account. Which staffing company do you work with? Um, Suri Staffing. What are the last four of the Social? 6465. And the last name? Lewis. All right. Can you verify your mailing address for me and your date of birth? 418 Parish Street, Kenton, Mississippi, 03810, 1998. So it looks like we actually have a different address on file. 418 Parish Street? Is there any other address... Yes, sir. You're at 546 Main Street on there? No, we have a Down As Pear, um, like the, the fruit. Is that right or is the spelling incorrect? You said what now? Yes, sir. They have the street name itself, Down As Pear, like the fruit. Yeah, P-E-A-R, Pear Street. Okay. And then when would be your date of birth? 03810, 1998. I have best contact, the same day you called on, 769-666-2157, with the email of your last name, first name, 22 at gmail.com. Uh-huh. Let's see. Yes. Oh, you are currently active. The only thing, Mr. Lewis, is that you do not have dental coverage. The only coverage you currently have is medical. I can't add it on them for now? In order to add it, I will have to see if you're eligible. I need to request that eligibility from the front office, which could take 7 to 10 business days for, for them to do it. You want me to go ahead and send that one out? Yes. All right. So as soon as they reply back to that eligibility, I'll give you a call back with the results. Is there a specific time frame where you would like me to try to give you that call back at? Yes. Which time frame? Any time. Any time? Understood. And even then, I'm unable to speak with you. I'll go ahead and leave you a voicemail if it's possible and then send you an email as well, okay? Okay. Okay, ma'am. All right. Hope you have a wonderful rest of your day. Thank you for your time today.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit to Know card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hey, man. This is Dangelo Lewis. I'm trying to see if I have, have the benefits, um, card.

Speaker speaker_0: Okay. Let's take a look at your account. Which staffing company do you work with?

Speaker speaker_1: Um, Suri Staffing.

Speaker speaker_0: What are the last four of the Social?

Speaker speaker_1: 6465.

Speaker speaker_0: And the last name?

Speaker speaker_1: Lewis.

Speaker speaker_0: All right. Can you verify your mailing address for me and your date of birth?

Speaker speaker_1: 418 Parish Street, Kenton, Mississippi, 03810, 1998.

Speaker speaker_0: So it looks like we actually have a different address on file.

Speaker speaker_1: 418 Parish Street?

Speaker speaker_0: Is there any other address... Yes, sir.

Speaker speaker_1: You're at 546 Main Street on there?

Speaker speaker_0: No, we have a Down As Pear, um, like the, the fruit. Is that right or is the spelling incorrect?

Speaker speaker_1: You said what now?

Speaker speaker_0: Yes, sir. They have the street name itself, Down As Pear, like the fruit.

Speaker speaker_1: Yeah, P-E-A-R, Pear Street.

Speaker speaker_0: Okay. And then when would be your date of birth?

Speaker speaker_1: 03810, 1998.

Speaker speaker_0: I have best contact, the same day you called on, 769-666-2157, with the email of your last name, first name, 22 at gmail.com.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Let's see.

Speaker speaker_1: Yes.

Speaker speaker_0: Oh, you are currently active. The only thing, Mr. Lewis, is that you do not have dental coverage. The only coverage you currently have is medical.

Speaker speaker_1: I can't add it on them for now?

Speaker speaker_0: In order to add it, I will have to see if you're eligible. I need to request that eligibility from the front office, which could take 7 to 10 business days for, for them to do it. You want me to go ahead and send that one out?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So as soon as they reply back to that eligibility, I'll give you a call back with the results. Is there a specific time frame where you would like me to try to give you that call back at?

Speaker speaker_1: Yes.

Speaker speaker_0: Which time frame?

Speaker speaker_1: Any time.

Speaker speaker_0: Any time? Understood. And even then, I'm unable to speak with you. I'll go ahead and leave you a voicemail if it's possible and then send you an email as well, okay?

Speaker speaker_1: Okay. Okay, ma'am.

Speaker speaker_0: All right. Hope you have a wonderful rest of your day. Thank you for your time today.