

Transcript: Francesca

Baez-6542208623099904-4941815359127552

Full Transcript

Thank you for calling us at Tenocar. My name is Francesca. How can I assist you today? Uh, hi. My name is Jean Sidoti and unfortunately I'm at the doctor right now and I don't have my insurance card with me. And I was wondering if you can send me a copy of my insurance card? Sure, ma'am. Let's go ahead and take a look. Which shopping company do you work with? AccuForce. And what are the last four of the social in your last name? 0513. And what is your last name? Sidoti. S-I-D-O-T-I. All right. Can you please verify your mailing address and date of birth? 909 Center Street, Morristown, Tennessee 37813, 11/11/60. We have that contact number down as 423-307-9206. Yes. I have your email down as first initial, last name 1160 at gmail.com as well- Yes. ... as last name first name at gmail.com. Yes. All right. And which of your Benefit cards were you needing? Uh, medical, from at the gynecologist. All right. Let me place you in a quick hold while I download it to send it to your email, okay? Thank you. Of course. I'll be right back. I went ahead and sent you that digital copy to the email. It'll be coming in from info@benefittenocar.com. And it'll be titled 18-13-... Thank you so much. Of course. Thank you so much. Have a great day. Is there anything else? Have a great one. No, that's it. Thank you. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling us at Tenocar. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, hi. My name is Jean Sidoti and unfortunately I'm at the doctor right now and I don't have my insurance card with me. And I was wondering if you can send me a copy of my insurance card?

Speaker speaker_0: Sure, ma'am. Let's go ahead and take a look. Which shopping company do you work with?

Speaker speaker_1: AccuForce.

Speaker speaker_0: And what are the last four of the social in your last name?

Speaker speaker_1: 0513.

Speaker speaker_0: And what is your last name?

Speaker speaker_1: Sidoti. S-I-D-O-T-I.

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

Speaker speaker_1: 909 Center Street, Morristown, Tennessee 37813, 11/11/60.

Speaker speaker_0: We have that contact number down as 423-307-9206.

Speaker speaker_1: Yes.

Speaker speaker_0: I have your email down as first initial, last name 1160 at gmail.com as well-

Speaker speaker_1: Yes.

Speaker speaker_0: ... as last name first name at gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And which of your Benefit cards were you needing?

Speaker speaker_1: Uh, medical, from at the gynecologist.

Speaker speaker_0: All right. Let me place you in a quick hold while I download it to send it to your email, okay?

Speaker speaker_1: Thank you.

Speaker speaker_0: Of course. I'll be right back. I went ahead and sent you that digital copy to the email. It'll be coming in from info@benefittenocar.com. And it'll be titled 18-13-...

Speaker speaker_1: Thank you so much.

Speaker speaker_0: Of course.

Speaker speaker_1: Thank you so much. Have a great day.

Speaker speaker_0: Is there anything else? Have a great one.

Speaker speaker_1: No, that's it. Thank you. Bye.

Speaker speaker_0: Bye.