

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Hello, Justin. Um, my name is Brianna. I am calling, um... My husband and I started a plan a few weeks ago, um, but we haven't received our cards, so we just wanted to make sure the, um, plan was active. Yeah, let me check on that. Um, now are you the policyholder or is he the policyholder? Um, it's under his job, so he will be considered the policyholder. Okay. What's the name of his staffing agency he works for? It is PRC Talent. And the last four of his Social? It is 2399. And his first and last name? It is Raymond Marcial, M-A-R-C-I-A-L. All right. And I'm speaking with Brianna? Yes. Okay. And for security purposes, could you verify his home address, including city, state and zip code? It is 5804 Tree Lodge Parkway, Atlanta, Georgia 30350, or it can be considered Sandy Springs. And his date of birth? It is February 25th, 1994. And a good telephone number I have for him is 678-531-1146? Yes, correct. And his email is raymondmarcial2@gmail? Yes. Okay. Um, so looking at the calendar, it looks like he became active in the coverage as of today, the 10th. So, you should be receiving the physical ID cards early next week. However, if he called back Thursday or Friday of this week, we can email the ID cards to you then, uh, because it does take the insurance carrier at least 72 hours to generate policy numbers. Ah, okay, so the card numbers aren't even generated yet? Correct. Okay. Um, and might I just ask, who is the dental provider, um- Um- ... that he's treating? So, the insurance carrier is, uh, American Public Life. Okay. All right. Well, I will have him reach back out, I guess, for the cards if we don't receive them next week. Okay. Awesome. Well, is there anything else I could help you on today, Brianna? Um, no, I think that was all. Thank you. You're welcome. You have a great day, okay? You too. Thank you. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Occur. This is Justin. How can I help you today?

Speaker speaker_1: Hello, Justin. Um, my name is Brianna. I am calling, um... My husband and I started a plan a few weeks ago, um, but we haven't received our cards, so we just wanted to make sure the, um, plan was active.

Speaker speaker_0: Yeah, let me check on that. Um, now are you the policyholder or is he the policyholder?

Speaker speaker_1: Um, it's under his job, so he will be considered the policyholder.

Speaker speaker_0: Okay. What's the name of his staffing agency he works for?

Speaker speaker_1: It is PRC Talent.

Speaker speaker_0: And the last four of his Social?

Speaker speaker_1: It is 2399.

Speaker speaker_0: And his first and last name?

Speaker speaker_1: It is Raymond Marcial, M-A-R-C-I-A-L.

Speaker speaker_0: All right. And I'm speaking with Brianna?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And for security purposes, could you verify his home address, including city, state and zip code?

Speaker speaker_1: It is 5804 Tree Lodge Parkway, Atlanta, Georgia 30350, or it can be considered Sandy Springs.

Speaker speaker_0: And his date of birth?

Speaker speaker_1: It is February 25th, 1994.

Speaker speaker_0: And a good telephone number I have for him is 678-531-1146?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: And his email is raymondmarcial2@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so looking at the calendar, it looks like he became active in the coverage as of today, the 10th. So, you should be receiving the physical ID cards early next week. However, if he called back Thursday or Friday of this week, we can email the ID cards to you then, uh, because it does take the insurance carrier at least 72 hours to generate policy numbers.

Speaker speaker_1: Ah, okay, so the card numbers aren't even generated yet?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Um, and might I just ask, who is the dental provider, um-

Speaker speaker_0: Um-

Speaker speaker_1: ... that he's treating?

Speaker speaker_0: So, the insurance carrier is, uh, American Public Life.

Speaker speaker_1: Okay. All right. Well, I will have him reach back out, I guess, for the cards if we don't receive them next week. Okay.

Speaker speaker_0: Awesome. Well, is there anything else I could help you on today, Brianna?

Speaker speaker_1: Um, no, I think that was all. Thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: All right. Bye-bye.