

Transcript: Justin

Mills-4865205120712704-6468884839972864

Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi. Yes. I'm, um, trying to get information to file my regular dental cleaning claim. Okay. So you're wanting to file a claim- I don't have any information. Well, I'm, I'm the consultant. I'm just trying to give my dentist the information to, so they could file. I have nothing. Um, yeah. I could possibly email a ID card. Do you need those ID cards? That'd be great. Or if you can do that- Okay. What's the documentation you need from me? ... and give me the numbers. It's for Oxford Global. And the last four of your social. 2140. And your first and last name? Brien, with an I, McMillan. And for security purposes, can you verify your home address, including city, state and zip code, Brien? Yes. It's 207 East Street, Mount Vernon, Texas, 75457. And confirm your date of birth. May 6th, '69. And a good telephone number I have is 903-348-6451. Mm-hmm. And the email I have is bkmacq69 at Outlook? Yes. Okay. Well, here, do you mind if I place you on a brief hold while I email you that information? Sure. Yeah. Oh. Yeah. This is a good thing I have, have to... Hey, this is your... Well, how the... What happened? Hello. Maybe they left it. Hello. Hi. How are you? Hello? Hello, Brien. You still there? Yeah. Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder to be on the safe side. Okay? Okay. Perfect. Thank you so much. Is there anything else I can assist, assist you with today? No, that should do it. Appreciate it. Awesome. You're welcome. You have a great weekend, okay? You too. Thank you. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi. Yes. I'm, um, trying to get information to file my regular dental cleaning claim.

Speaker speaker_0: Okay. So you're wanting to file a claim-

Speaker speaker_1: I don't have any information. Well, I'm, I'm the consultant. I'm just trying to give my dentist the information to, so they could file. I have nothing.

Speaker speaker_0: Um, yeah. I could possibly email a ID card. Do you need those ID cards?

Speaker speaker_1: That'd be great. Or if you can do that-

Speaker speaker_0: Okay. What's the documentation you need from me?

Speaker speaker_1: ... and give me the numbers. It's for Oxford Global.

Speaker speaker_0: And the last four of your social.

Speaker speaker_1: 2140.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Brien, with an I, McMillan.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Brien?

Speaker speaker_1: Yes. It's 207 East Street, Mount Vernon, Texas, 75457.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: May 6th, '69.

Speaker speaker_0: And a good telephone number I have is 903-348-6451.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And the email I have is bkmacq69 at Outlook?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Well, here, do you mind if I place you on a brief hold while I email you that information?

Speaker speaker_1: Sure. Yeah. Oh. Yeah. This is a good thing I have, have to... Hey, this is your... Well, how the... What happened? Hello. Maybe they left it. Hello. Hi. How are you? Hello?

Speaker speaker_0: Hello, Brien. You still there?

Speaker speaker_1: Yeah.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder to be on the safe side. Okay?

Speaker speaker_1: Okay. Perfect. Thank you so much.

Speaker speaker_0: Is there anything else I can assist, assist you with today?

Speaker speaker_1: No, that should do it. Appreciate it.

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

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: All right. Bye-bye.