

Transcript: Justin

Mills-5965826805383168-5849175493623808

Full Transcript

Thank you for calling Benefits and A Card. This is Justin. How can I help you today? Hi, my name is Trina Mosley. I, um, work for Wagner Staffing, and I need to find out the name of my dental insurance company. Um, yeah, let me check on that for you. So Wagner Services, you said? Yes. And what's the last four of your Social? 73252. Is that Trina Mosley? Okay. Yes. And for security purposes, can you verify your home address including city, state and zip code? 3401 Houston Avenue, Apartment 07, Macon, Georgia 31206. And confirm your date of birth. 12/17/63. And a good telephone number has 478-390-4214? No, it's 478-320-2997. And just to confirm, 478-320-2997? Yes. And the email I have is mosleytx@yahoo.com? That's correct. Okay. So it looks like your dental is through American Public Life, and I have a telephone number if need be. American Public... Correct, Public Life. And what's the phone number? Um, 800-256-8606. Ah. Okay. Thank you. That's all I needed. You're welcome. You have a great day, okay? You too. All right, bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hi, my name is Trina Mosley. I, um, work for Wagner Staffing, and I need to find out the name of my dental insurance company.

Speaker speaker_0: Um, yeah, let me check on that for you. So Wagner Services, you said?

Speaker speaker_1: Yes.

Speaker speaker_0: And what's the last four of your Social?

Speaker speaker_1: 73252.

Speaker speaker_0: Is that Trina Mosley? Okay.

Speaker speaker_1: Yes.

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

Speaker speaker_1: 3401 Houston Avenue, Apartment 07, Macon, Georgia 31206.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 12/17/63.

Speaker speaker_0: And a good telephone number has 478-390-4214?

Speaker speaker_1: No, it's 478-320-2997.

Speaker speaker_0: And just to confirm, 478-320-2997?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is mosleytx@yahoo.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. So it looks like your dental is through American Public Life, and I have a telephone number if need be.

Speaker speaker_1: American Public...

Speaker speaker_0: Correct, Public Life.

Speaker speaker_1: And what's the phone number?

Speaker speaker_0: Um, 800-256-8606.

Speaker speaker_1: Ah. Okay. Thank you. That's all I needed.

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

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Bye.