

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hello. Um, I was just on the phone with you guys like probably five, maybe 10 minutes ago. I just had a question about my dental insurance real quick. Yes, ma'am, just so you know, I only have limited information because we're not the carrier. Oh. All you want to know is your deductible. I, I was just curious about what my deductible would be. So with the dental, it says, "Basic dental work such as fillings or extractions except- or surgical extractions will be covered at 80% once you met your annual deductible of \$50 per person or \$150 per family." Okay. And second, would you know what dental offices would take, uh, this dental insurance? So you would go to ampublic.com. That website will tell you what dentist in the area take the insurance. Okay. Thank you. No problem. Was there anything else I can help you with today? No, sir. That was it. Thank you. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. Uh, you as well, sir. Thank you. Right. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hello. Um, I was just on the phone with you guys like probably five, maybe 10 minutes ago. I just had a question about my dental insurance real quick.

Speaker speaker_1: Yes, ma'am, just so you know, I only have limited information because we're not the carrier.

Speaker speaker_2: Oh.

Speaker speaker_3: All you want to know is your deductible.

Speaker speaker_2: I, I was just curious about what my deductible would be.

Speaker speaker_1: So with the dental, it says, "Basic dental work such as fillings or extractions except- or surgical extractions will be covered at 80% once you met your annual deductible of \$50 per person or \$150 per family."

Speaker speaker_2: Okay. And second, would you know what dental offices would take, uh, this dental insurance?

Speaker speaker_1: So you would go to ampublic.com. That website will tell you what dentist in the area take the insurance.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Was there anything else I can help you with today?

Speaker speaker_2: No, sir. That was it. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_2: Uh, you as well, sir.

Speaker speaker_1: Thank you.

Speaker speaker_2: Right. Bye.