

Transcript: Pamela

Blanc-5972964331405312-5380748353388544

Full Transcript

Thank you. Welcome. Hi. Hi, can you hear me? Hi. I calling because I need dental. Who do you work for, ma'am? My *foble* U side *fobe*. I'm going to Health, um, Marcus *fine* now. *fible* U solution, age one. What's the name of the staffing agency? ■oble U side. Okay. May I have the last four digits of your social? Is 6507. And what is your name, ma'am? My name's Kenya Escobar Guillen. Ms. Escobar, for security reasons- Yeah. ... and to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay. My address is 490 Prince Albert, Grand Rapids, Michigan, 49548. And my date of birth is February 3rd in 2003. Thank you for the information. All right. 5616-278-5341. And your email is mariebelforteescobar- Escobar2003@gmail.com. Okay. And what plan would you like from Roswell? Uh, dental. For dental, for den- for dentista, dentista, dental. Okay. All right, and so... Okay. All right, the dental plan is \$5.40, employee only. The- \$5? Yes, and 40 cents. Okay. The benefits will start the following Monday after we receive the first premium from your employer. And your ID card will be authorized to generate in the system and will be mailed out to you within seven to 10 business days. Okay. Okay, and, uh, uh, the insurance, uh, *fental* cover everything or no? No, very basic. Only the copay? You basic dental work... Yes. Okay, I understand. Okay, thank you so much. Thank you for giving us a call. Have a great rest of the day. So, so they send me a *fiance* today to my home? Like I said, you will receive the ID card within seven to 10 business days after the benefits are active. Okay, I understand. Okay, thank you so much. Have a good day. All right, bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you. Welcome.

Speaker speaker_1: Hi.

Speaker speaker_2: Hi, can you hear me?

Speaker speaker_1: Hi. I calling because I need dental.

Speaker speaker_2: Who do you work for, ma'am?

Speaker speaker_1: My *foble* U side *fobe*. I'm going to Health, um, Marcus *fine* now. *fible* U solution, age one.

Speaker speaker_2: What's the name of the staffing agency?

Speaker speaker_1: ■oble U side.

Speaker speaker_2: Okay. May I have the last four digits of your social?

Speaker speaker_1: Is 6507.

Speaker speaker_2: And what is your name, ma'am?

Speaker speaker_1: My name's Kenya Escobar Guillen.

Speaker speaker_2: Ms. Escobar, for security reasons-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... and to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Okay. My address is 490 Prince Albert, Grand Rapids, Michigan, 49548. And my date of birth is February 3rd in 2003.

Speaker speaker_2: Thank you for the information. All right. 5616-278-5341. And your email is mariebelforteescobar-

Speaker speaker_1: Escobar2003@gmail.com.

Speaker speaker_2: Okay. And what plan would you like from Roswell?

Speaker speaker_1: Uh, dental. For dental, for den- for dentista, dentista, dental.

Speaker speaker_2: Okay. All right, and so... Okay. All right, the dental plan is \$5.40, employee only. The-

Speaker speaker_1: \$5?

Speaker speaker_2: Yes, and 40 cents.

Speaker speaker_1: Okay.

Speaker speaker_2: The benefits will start the following Monday after we receive the first premium from your employer. And your ID card will be authorized to generate in the system and will be mailed out to you within seven to 10 business days.

Speaker speaker_1: Okay. Okay, and, uh, uh, the insurance, uh, fental cover everything or no?

Speaker speaker_2: No, very basic.

Speaker speaker_1: Only the copay?

Speaker speaker_2: You basic dental work... Yes.

Speaker speaker_1: Okay, I understand. Okay, thank you so much.

Speaker speaker_2: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: So, so they send me a fiance today to my home?

Speaker speaker_2: Like I said, you will receive the ID card within seven to 10 business days after the benefits are active.

Speaker speaker_1: Okay, I understand. Okay, thank you so much. Have a good day.

Speaker speaker_2: All right, bye-bye.

Speaker speaker_1: Bye-bye.