

Transcript: Pearl

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Full Transcript

Hi there. Thank you for calling Benefits in a Card. My name is Pearl Hoodles. How may I assist you in speaking with? Hello, uh, my name is, uh, Woodmark Liger. And how can I assist you? So, basically, um, I've, um, started, uh, er, this insurance with Surge. And I would like to put, uh, an appointment to do, uh, a regular clean up on my teeth and... So you want to make an appointment? Yes. Okay, so you're gonna have to call... You would have to contact a, a dental provider. We're the... We are the healthcare administrators. We won't be able to make you an appointment. You have to do that with the dental office. Oh, okay. Because, uh, I remember last time, you said, uh, I have to call before I'm up for the appointment. But you already signed up for coverage? Yes. Okay, so no. You wouldn't call us for... I mean, if your coverage is active, if you're seeing the deductions and you have a card, then you would just talk to your dental office and make sure that they accept insurance and then let's get an appointment with them. I don't have a... I don't have the card yet. So what are the last four digits of your Social? 2238. Okay. And your address and date of birth? Uh, address? Yes, what is your address and date of birth? 509 East Madison Avenue, Springfield, Ohio 45503. Date of birth, September 14th, 2002. September 14th, 2002. Can you give me one moment? Yes, no problem. Okay, and your phone number is 419-398-9608? Uh, 914-398-9608. Can I have your email address as your last name, your first name, 16, @gmail.com? That's correct. Okay. And you haven't received your dental card yet? No. Okay, if you'd like it, you can get both cards sent to your email. Yes. Okay, so that email's going to be info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, check your spam and... or junk folder. And it'll be just a couple of moments while I download those and get them sent to you, okay? Okay. Do you have any questions? Uh, no. All right. Thank you so much for calling. You have a great day. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Hi there. Thank you for calling Benefits in a Card. My name is Pearl Hoodles. How may I assist you in speaking with?

Speaker speaker_1: Hello, uh, my name is, uh, Woodmark Liger.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: So, basically, um, I've, um, started, uh, er, this insurance with Surge. And I would like to put, uh, an appointment to do, uh, a regular clean up on my teeth and...

Speaker speaker_0: So you want to make an appointment?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so you're gonna have to call... You would have to contact a, a dental provider. We're the... We are the healthcare administrators. We won't be able to make you an appointment. You have to do that with the dental office.

Speaker speaker_1: Oh, okay. Because, uh, I remember last time, you said, uh, I have to call before I'm up for the appointment.

Speaker speaker_0: But you already signed up for coverage?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so no. You wouldn't call us for... I mean, if your coverage is active, if you're seeing the deductions and you have a card, then you would just talk to your dental office and make sure that they accept insurance and then let's get an appointment with them.

Speaker speaker_1: I don't have a... I don't have the card yet.

Speaker speaker_0: So what are the last four digits of your Social?

Speaker speaker_1: 2238.

Speaker speaker_0: Okay. And your address and date of birth?

Speaker speaker_1: Uh, address?

Speaker speaker_0: Yes, what is your address and date of birth?

Speaker speaker_1: 509 East Madison Avenue, Springfield, Ohio 45503. Date of birth, September 14th, 2002.

Speaker speaker_0: September 14th, 2002. Can you give me one moment?

Speaker speaker_1: Yes, no problem.

Speaker speaker_0: Okay, and your phone number is 419-398-9608?

Speaker speaker_1: Uh, 914-398-9608.

Speaker speaker_0: Can I have your email address as your last name, your first name, 16, @gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. And you haven't received your dental card yet?

Speaker speaker_1: No.

Speaker speaker_0: Okay, if you'd like it, you can get both cards sent to your email.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so that email's going to be info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, check your spam and... or junk folder.

And it'll be just a couple of moments while I download those and get them sent to you, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: Uh, no.

Speaker speaker_0: All right. Thank you so much for calling. You have a great day.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_0: Bye.