

Transcript: Pearl

Rojas-5715064642912256-5381762430058496

Full Transcript

Good afternoon. Thank you for calling Medicare. My name is ... Pearl. Who do I have the pleasure of speaking with? My name is Marcus. How can I assist you, Mr. Marcus? Um, I was calling in regards to dental benefits. Um, I'm working for BSF, um, ... temp agency and they just, they referred me to you all as a member for the medical b- benefits. Okay. Um, what are the last four digits of your social? 7612. And your address and date of birth? 11060 10th Avenue Southwest on, um, and 8/20/75. All righty. And I'm sorry, what's the city and state? Um, Seattle, Washington. We have your phone number as 424-521-5298. Hello? Yes. Yeah. Okay. Um, all right. So I do see that you're enrolled in dental coverage and it is currently active. Uh-huh. Um, and, okay. And I'm sorry you wanted, oh... What did you need? I'm sorry. Yes. Do you have it? I'm sorry. No, no. Okay. Oh, so I do have dental? Yes. Oh, I didn't know that. I did not know that. Okay. So, um, how would I go about, um, 'cause I need some dental attention. Um, nevertheless, um, I'm, I'm sorry, ma'am. I'm at my desk. Let me place you on one brief hold. I, I'm so sorry. I'll... Never mind, my coworker can do that. Um, okay. So yeah, so I'm, I, I need some dental assistance. Um, um, actually, you know, I was assaulted maybe about two months ago and I broke two teeth in the back and all four of the teeth in the front are extremely loose, like they want to come out so I can't really bite into a sandwich. Um, nevertheless, um, just trying to address that issue. So h- so how would I go about getting record of that coverage when I go to the actual dentist? I can send you a copy of your dental card. Oh, okay. Okay. Yeah, yeah. Yeah. Perfect, perfect, perfect. All righty. That, that, uh, email is going to come from info@edisoncreditcard.com. It should go to your inbox. If you don't see it in your inbox try your spam or junk folder. Okay. Um, I- let me, um... Y- you sent it already, ma'am? I'm sorry. No, I have to download it right now and get it sent to you. It'll be just a couple moments. Okay. Okay. Okay. All right. All right. Cool. Do you have any other questions? Um, that's it, ma'am. You, you... Yeah, th- that's, that's what I've been looking for, so- All righty. Thank you so much for calling. You have a great day. Perfect. Thank you, ma'am. Bye now.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Medicare. My name is ... Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: My name is Marcus.

Speaker speaker_0: How can I assist you, Mr. Marcus?

Speaker speaker_1: Um, I was calling in regards to dental benefits. Um, I'm working for BSF, um, ... temp agency and they just, they referred me to you all as a member for the medical b-benefits.

Speaker speaker_0: Okay. Um, what are the last four digits of your social?

Speaker speaker_1: 7612.

Speaker speaker_0: And your address and date of birth?

Speaker speaker_1: 11060 10th Avenue Southwest on, um, and 8/20/75.

Speaker speaker_0: All righty. And I'm sorry, what's the city and state?

Speaker speaker_1: Um, Seattle, Washington.

Speaker speaker_0: We have your phone number as 424-521-5298. Hello?

Speaker speaker_1: Yes. Yeah.

Speaker speaker_0: Okay. Um, all right. So I do see that you're enrolled in dental coverage and it is currently active.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Um, and, okay. And I'm sorry you wanted, oh... What did you need? I'm sorry.

Speaker speaker_1: Yes.

Speaker speaker_0: Do you have it?

Speaker speaker_1: I'm sorry. No, no. Okay. Oh, so I do have dental?

Speaker speaker_0: Yes.

Speaker speaker_1: Oh, I didn't know that. I did not know that. Okay. So, um, how would I go about, um, 'cause I need some dental attention. Um, nevertheless, um, I'm, I'm sorry, ma'am. I'm at my desk. Let me place you on one brief hold. I, I'm so sorry. I'll... Never mind, my coworker can do that. Um, okay. So yeah, so I'm, I, I need some dental assistance. Um, um, actually, you know, I was assaulted maybe about two months ago and I broke two teeth in the back and all four of the teeth in the front are extremely loose, like they want to come out so I can't really bite into a sandwich. Um, nevertheless, um, just trying to address that issue. So h-how would I go about getting record of that coverage when I go to the actual dentist?

Speaker speaker_0: I can send you a copy of your dental card.

Speaker speaker_1: Oh, okay. Okay. Yeah, yeah. Yeah. Perfect, perfect, perfect.

Speaker speaker_0: All righty. That, that, uh, email is going to come from info@edisoncreditcard.com. It should go to your inbox. If you don't see it in your inbox try your spam or junk folder.

Speaker speaker_1: Okay. Um, I- let me, um... Y- you sent it already, ma'am? I'm sorry.

Speaker speaker_0: No, I have to download it right now and get it sent to you. It'll be just a couple moments.

Speaker speaker_1: Okay. Okay. Okay. All right. All right. Cool.

Speaker speaker_0: Do you have any other questions?

Speaker speaker_1: Um, that's it, ma'am. You, you... Yeah, th- that's, that's what I've been looking for, so-

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

Speaker speaker_1: Perfect. Thank you, ma'am. Bye now.