

## **Transcript: Pearl**

**Rojas-5928684330467328-5315728475471872**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Dental Care ... Yeah. ... my name is Pearl. Hello. Who do I have the pleasure of speaking with? How are you doing, ma'am? My name is Christopher Deese. Um, I -- today my policy will expire. I was just wondering, uh, do you guys cover, like, a exam for wisdom tooth and wisdom plate extraction? At least half, you know, or just some of it? Or -- I just want to know what I'm getting into. Okay, bear with me one moment. Let me transfer you over to the insurance carrier and they'll be able to confirm that information, okay? Okay. Thank you so much for calling. You have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good morning. Thank you for calling Dental Care ...

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... my name is Pearl.

Speaker speaker\_2: Hello.

Speaker speaker\_1: Who do I have the pleasure of speaking with?

Speaker speaker\_2: How are you doing, ma'am? My name is Christopher Deese. Um, I -- today my policy will expire. I was just wondering, uh, do you guys cover, like, a exam for wisdom tooth and wisdom plate extraction? At least half, you know, or just some of it? Or -- I just want to know what I'm getting into.

Speaker speaker\_1: Okay, bear with me one moment. Let me transfer you over to the insurance carrier and they'll be able to confirm that information, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Thank you so much for calling. You have a great day.

Speaker speaker\_2: You too.