

Transcript: VICTORIA

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Yes, how are you doing, Victoria? This is Cindy Davis and, um, I'm an employee at MAU. I was calling about my dental benefits. And, um- Okay. ... right, I would like to get, um, I need to have some dental work done and just thought... and would like to know, um, how do I go about that, um, seeking the dentist? Okay. Do you have your ID card? Let me see. I had it on this thing. Um, let me see. It was Carrington or something, let me see. I know you had emailed it to me, um... I'm trying to see if I can find it 'cause you had emailed it to me, but my phone, um... I probably go have to... Let's see. Hang on over here. I probably, I probably erased it by mistake. Let me see, Gmail. I'm trying to see if I can pull it up but I think I, um... I think it must have been Carrington or something, um, told me. N- no, I don't have it now, I might've, I might've erased it by mistake, um, because it just says my email. Send me one on email. Okay. I can look it up and email it to you. What's the last four of your social? Uh, it's 8714. And your first and last name? It's Cindy Myron Davis, D-A-V-I-S. Okay. Do you mind verifying your address and date of birth? Sure. Um, my address is 896 Rutledge Avenue. Date of birth is April 30th, 1963. Phone number, 843-974-7804? That's correct. And then email is davisindy107@gmail.com? That's correct, ma'am. Okay. Um, let me look those up really quick so I can email it and I'll also include, um, instructions on how you can find a dental provider in network. Oh, okay. All right. I can... If you want, you can call back or why don't you do that or however you want to do it? Uh, I'm just going to put you on a brief hold while I put that together and I'll be right back. Oh, okay. I'll hold. All right. Thank you. Yes, ma'am. All righty. Thank you so much for holding. So I just sent a copy of your dental and your medical ID card to your email. Oh, okay. Thank you very much. Yes, ma'am. Um, and also to let you know, um, a- again, I did include instructions on how to find a provider. I, um, included a website that you can go onto or a phone number that you can call for both medical and dental. Oh, okay. All right. Okay. Mm-hmm. Thank you very much. Appreciate it. Yeah, absolutely. Um, did... Oh, yeah, I was just gonna ask if you had any other questions for me? Oh, no, no. Um, um, did I do life insurance or didn't I? Uh, can you check that please? I'm sorry. Can you check and see if I did life insurance or I just did them two? Hmm. Yeah. Um, so you do have, uh, the term life benefit. You also have critical illness, uh, short-term disability and a group accident policy along with the medical and the dental. Okay. I just didn't know. Um, I just wanted to double check and make sure, 'cause I wasn't sure what I signed up for but, but I got it now. Mm-hmm. All righty. And then it looks like, um, you listed Lillian Davis as the beneficiary for the term life. Right. Okay. Yes. Mm-hmm. Okay. Yes. Yes, I did. Okay, but that's all. That's what I needed to know. I appreciate it. Mm-hmm. Yes, ma'am. You have a wonderful day. Okay. You too. Thank you. Thank you. Bye-bye. Yes. Did you need me to disconnect? Oh, yeah. I was trying 'cause this

phone here... I got it. This phone here is crazy. This is a new phone and I had to go through all the processes but I got it now. Sorry about that. Oh, okay. You're fine. Okay. All right.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Yes, how are you doing, Victoria? This is Cindy Davis and, um, I'm an employee at MAU. I was calling about my dental benefits. And, um-

Speaker speaker_1: Okay.

Speaker speaker_2: ... right, I would like to get, um, I need to have some dental work done and just thought... and would like to know, um, how do I go about that, um, seeking the dentist?

Speaker speaker_1: Okay. Do you have your ID card?

Speaker speaker_2: Let me see. I had it on this thing. Um, let me see. It was Carrington or something, let me see. I know you had emailed it to me, um... I'm trying to see if I can find it 'cause you had emailed it to me, but my phone, um... I probably go have to... Let's see. Hang on over here. I probably, I probably erased it by mistake. Let me see, Gmail. I'm trying to see if I can pull it up but I think I, um... I think it must have been Carrington or something, um, told me. N- no, I don't have it now, I might've, I might've erased it by mistake, um, because it just says my email. Send me one on email.

Speaker speaker_1: Okay. I can look it up and email it to you. What's the last four of your social?

Speaker speaker_2: Uh, it's 8714.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: It's Cindy Myron Davis, D-A-V-I-S.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Sure. Um, my address is 896 Rutledge Avenue. Date of birth is April 30th, 1963.

Speaker speaker_1: Phone number, 843-974-7804?

Speaker speaker_2: That's correct.

Speaker speaker_1: And then email is davisindy107@gmail.com?

Speaker speaker_2: That's correct, ma'am.

Speaker speaker_1: Okay. Um, let me look those up really quick so I can email it and I'll also include, um, instructions on how you can find a dental provider in network.

Speaker speaker_2: Oh, okay. All right. I can... If you want, you can call back or why don't you do that or however you want to do it?

Speaker speaker_1: Uh, I'm just going to put you on a brief hold while I put that together and I'll be right back.

Speaker speaker_2: Oh, okay. I'll hold. All right. Thank you.

Speaker speaker_1: Yes, ma'am. All righty. Thank you so much for holding. So I just sent a copy of your dental and your medical ID card to your email.

Speaker speaker_2: Oh, okay. Thank you very much.

Speaker speaker_1: Yes, ma'am. Um, and also to let you know, um, a- again, I did include instructions on how to find a provider. I, um, included a website that you can go onto or a phone number that you can call for both medical and dental.

Speaker speaker_2: Oh, okay. All right. Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Thank you very much. Appreciate it.

Speaker speaker_1: Yeah, absolutely. Um, did... Oh, yeah, I was just gonna ask if you had any other questions for me?

Speaker speaker_2: Oh, no, no. Um, um, did I do life insurance or didn't I? Uh, can you check that please?

Speaker speaker_1: I'm sorry.

Speaker speaker_2: Can you check and see if I did life insurance or I just did them two? Hmm.

Speaker speaker_1: Yeah. Um, so you do have, uh, the term life benefit. You also have critical illness, uh, short-term disability and a group accident policy along with the medical and the dental.

Speaker speaker_2: Okay. I just didn't know. Um, I just wanted to double check and make sure, 'cause I wasn't sure what I signed up for but, but I got it now. Mm-hmm.

Speaker speaker_1: All righty. And then it looks like, um, you listed Lillian Davis as the beneficiary for the term life.

Speaker speaker_2: Right.

Speaker speaker_1: Okay.

Speaker speaker_2: Yes. Mm-hmm. Okay. Yes. Yes, I did. Okay, but that's all. That's what I needed to know. I appreciate it. Mm-hmm.

Speaker speaker_1: Yes, ma'am. You have a wonderful day.

Speaker speaker_2: Okay. You too. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Yes.

Speaker speaker_1: Did you need me to disconnect?

Speaker speaker_2: Oh, yeah. I was trying 'cause this phone here... I got it. This phone here is crazy. This is a new phone and I had to go through all the processes but I got it now. Sorry about that.

Speaker speaker_1: Oh, okay. You're fine.

Speaker speaker_2: Okay. All right.