

Transcript: VICTORIA

Taylor-5329583318679552-4965558038740992

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, I was calling to see could I get a, um, could I get my ID number for my dental insurance? Okay. Do you not have your ID card? Well, I'm, I currently, I'm currently at the dentist office right now. I c- didn't bring it with me. I can't, uh, remember where I misplaced it at. Okay. What's the name of the agency you work for? MAU. And the last four of your social? It's 22- Can I get the recent social security number information? 2265. 2265? Yeah. Your first and last name? Connor, Connor. All right, do you mind verifying your address and date of birth? May 4th, 1982, 415 North Main Street, Apartment 98. And that's in Greenville, South Carolina, 29601? That's correct. 864-315-8276. Correct. And then email is connor125 at gmail. That's correct. Okay, give me one second. Connor Connor, date of birth 5/10/92... Okay, would it be helpful to email the ID card or do you just wanna write down the policy information? You can, you can send it on email now. Yes, please. Okay, give me one second and I'll email it to you. Okay. And the birth name and number? While I'm doing this, do you have your medical and your vision ID cards? Uh, I'll just, probably only need this sent over to my email address. Okay, that's fine. And what is, what net... I'm sorry. Um, what network do you use? Do we use your, um, can we get that information to get a network We are. Oh. Mm-hmm. What is the claims address that we'll use? Stay on hold. Stay on hold. Okay. Stay on hold for one minute. Uh, I would say yes, but our clients need to get the information like ASAP. Um, is there a, can, is it okay if I just ask you specific questions? Okay. Okay. Well, that's okay. Um, I can pretty much get, I know that it's just dental and, um, what's the maximum deductible? 400. Okay, um, and are preventative services covered at 100%? What about basic and major? I'm sorry, like, I'm almost done. Give me one second. Okay. Okay. And does that include endodontics and oral surgery? Okay, sending those now so you should get it here in a few seconds. 5441, uh, 7210... . Hold on one second. Is, was that the right one? It wasn't. Um, 63331. So on the email there should be, uh- Oh, there we go. I'm gonna give it to her. ... excuse me, three different PDF files. It was 63331. Um, and the one that's labeled your, your name and then dental ID card is the one specifically for your dental. Okay. Did you get the email? My money sent there. Okay. I got them. You got them? Yeah. Okay, do you need help with anything else? No, I'm fine. Thank you. You're welcome. Have a wonderful day. You too. Thank you, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Um, I was calling to see could I get a, um, could I get my ID number for my dental insurance?

Speaker speaker_0: Okay. Do you not have your ID card?

Speaker speaker_1: Well, I'm, I currently, I'm currently at the dentist office right now. I c- didn't bring it with me. I can't, uh, remember where I misplaced it at.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: It's 22-

Speaker speaker_0: Can I get the recent social security number information?

Speaker speaker_1: 2265.

Speaker speaker_0: 2265?

Speaker speaker_1: Yeah.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Connor, Connor.

Speaker speaker_0: All right, do you mind verifying your address and date of birth?

Speaker speaker_1: May 4th, 1982, 415 North Main Street, Apartment 98.

Speaker speaker_0: And that's in Greenville, South Carolina, 29601?

Speaker speaker_1: That's correct.

Speaker speaker_0: 864-315-8276.

Speaker speaker_1: Correct.

Speaker speaker_0: And then email is connor125 at gmail.

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay, give me one second.

Speaker speaker_2: Connor Connor, date of birth 5/10/92...

Speaker speaker_0: Okay, would it be helpful to email the ID card or do you just wanna write down the policy information?

Speaker speaker_1: You can, you can send it on email now.

Speaker speaker_2: Yes, please.

Speaker speaker_0: Okay, give me one second and I'll email it to you.

Speaker speaker_1: Okay.

Speaker speaker_2: And the birth name and number?

Speaker speaker_0: While I'm doing this, do you have your medical and your vision ID cards?

Speaker speaker_1: Uh, I'll just, probably only need this sent over to my email address.

Speaker speaker_0: Okay, that's fine.

Speaker speaker_2: And what is, what net... I'm sorry. Um, what network do you use? Do we use your, um, can we get that information to get a network

Speaker speaker_3: We are.

Speaker speaker_1: Oh.

Speaker speaker_2: Mm-hmm. What is the claims address that we'll use?

Speaker speaker_3: Stay on hold.

Speaker speaker_4: Stay on hold.

Speaker speaker_2: Okay.

Speaker speaker_3: Stay on hold for one minute.

Speaker speaker_2: Uh, I would say yes, but our clients need to get the information like ASAP. Um, is there a, can, is it okay if I just ask you specific questions?

Speaker speaker_3: Okay.

Speaker speaker_2: Okay. Well, that's okay. Um, I can pretty much get, I know that it's just dental and, um, what's the maximum deductible?

Speaker speaker_3: 400.

Speaker speaker_2: Okay, um, and are preventative services covered at 100%? What about basic and major?

Speaker speaker_0: I'm sorry, like, I'm almost done. Give me one second.

Speaker speaker_2: Okay.

Speaker speaker_0: Okay.

Speaker speaker_2: And does that include endodontics and oral surgery?

Speaker speaker_0: Okay, sending those now so you should get it here in a few seconds.

Speaker speaker_2: 5441, uh, 7210... .

Speaker speaker_3: Hold on one second.

Speaker speaker_2: Is, was that the right one? It wasn't. Um, 63331.

Speaker speaker_0: So on the email there should be, uh-

Speaker speaker_2: Oh, there we go.

Speaker speaker_5: I'm gonna give it to her.

Speaker speaker_0: ... excuse me, three different PDF files.

Speaker speaker_2: It was 63331.

Speaker speaker_0: Um, and the one that's labeled your, your name and then dental ID card is the one specifically for your dental.

Speaker speaker_1: Okay.

Speaker speaker_0: Did you get the email?

Speaker speaker_1: My money sent there.

Speaker speaker_0: Okay.

Speaker speaker_1: I got them.

Speaker speaker_0: You got them?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, do you need help with anything else?

Speaker speaker_1: No, I'm fine. Thank you.

Speaker speaker_0: You're welcome. Have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you, bye-bye.