

Transcript: VICTORIA

Taylor-6666071014293504-6618860867993600

Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? I have to check on my dental insurance. I'm sorry? Um, uh, I here to check on my dental insurance. Okay. What's the name of the agency you work for? Uh, Morales Group. And the last four of your Social? 5045. And your first and last name? Denedra Hayes. I'm sorry, what is your first and last name? Denedra Hayes. I don't see that I have a file for you. Um, you said the last four is 0545? 5045. 5045, I'm sorry about that. Do you mind verifying your address and date of birth? 1238 Butternut Lane, 3/14/1994. So the address is in Indianapolis, uh, Indianapolis, sorry about that, Indiana 46234? Yes. Phone number 317-693-4672? Yes. And then email is last name, first name 23 at gmail.com? Yes. Okay. Um, I see that you are enrolled into dental but it's not yet active. We haven't received the first payroll deduction just yet. Okay, thank you. You're welcome. Do you need help with anything else? No. All right, you have a wonderful day. Do you need me to disconnect the call?

Conversation Format

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

Speaker speaker_1: I have to check on my dental insurance.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Um, uh, I here to check on my dental insurance.

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

Speaker speaker_1: Uh, Morales Group.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 5045.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Denedra Hayes.

Speaker speaker_0: I'm sorry, what is your first and last name?

Speaker speaker_1: Denedra Hayes.

Speaker speaker_0: I don't see that I have a file for you. Um, you said the last four is 0545?

Speaker speaker_1: 5045.

Speaker speaker_0: 5045, I'm sorry about that. Do you mind verifying your address and date of birth?

Speaker speaker_1: 1238 Butternut Lane, 3/14/1994.

Speaker speaker_0: So the address is in Indianapolis, uh, Indianapolis, sorry about that, Indiana 46234?

Speaker speaker_1: Yes.

Speaker speaker_0: Phone number 317-693-4672?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is last name, first name 23 at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, I see that you are enrolled into dental but it's not yet active. We haven't received the first payroll deduction just yet.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. Do you need help with anything else?

Speaker speaker_1: No.

Speaker speaker_0: All right, you have a wonderful day. Do you need me to disconnect the call?