

## **Transcript: Justin**

**Mills-4556114320375808-6104154214711296**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hello. My name is Virginia Wells. I wanna renew my insurance. Um, unless you wanted to make any changes to it, everything should roll over automatically. Okay, okay. Oh, one, um, my beneficiary, who do I have? I have Cedric and my sister, Beverly. Sorry, what was that one more time? I, uh, I want... I have Cedric Stewart, my son, and my sister, Beverly Waters. Okay, um, so you wanted to add them to the coverage? No, no, no, who I got on there? Oh, let me try pulling your file just to confirm. What's the staffing agency you work for? Oh, ATC. And the last four of your social? Six, seven, one, six. And what were your first and last name again? Virginia Wells. Okay. And for security purposes, can you verify the home address, including city, state and zip code, Ms. Wells? Uh, 3049 East Browning Street, Paymore, Georgia, 31778. And confirm your date of birth. 01/07/57. And your telephone number I have is 229-319-2911. Right. And the email I have is virginiaawells63 at gmail? Right. Okay, so looking at the file, it looks like you have term life for employee only. However, the beneficiary is Brayden Deshawn Stewart. Okay, um... Tha- that's it. That's it. That's it. Okay. Is there anything else I can help you out with today, Virginia? That's it. Uh, uh, thank you. You're welcome. You have a great day, okay? You too. All right, bye-bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hello. My name is Virginia Wells. I wanna renew my insurance.

Speaker speaker\_1: Um, unless you wanted to make any changes to it, everything should roll over automatically.

Speaker speaker\_2: Okay, okay. Oh, one, um, my beneficiary, who do I have? I have Cedric and my sister, Beverly.

Speaker speaker\_1: Sorry, what was that one more time?

Speaker speaker\_2: I, uh, I want... I have Cedric Stewart, my son, and my sister, Beverly Waters.

Speaker speaker\_1: Okay, um, so you wanted to add them to the coverage?

Speaker speaker\_2: No, no, no, who I got on there?

Speaker speaker\_1: Oh, let me try pulling your file just to confirm. What's the staffing agency you work for?

Speaker speaker\_2: Oh, ATC.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: Six, seven, one, six.

Speaker speaker\_1: And what were your first and last name again?

Speaker speaker\_2: Virginia Wells.

Speaker speaker\_1: Okay. And for security purposes, can you verify the home address, including city, state and zip code, Ms. Wells?

Speaker speaker\_2: Uh, 3049 East Browning Street, Paymore, Georgia, 31778.

Speaker speaker\_1: And confirm your date of birth.

Speaker speaker\_2: 01/07/57.

Speaker speaker\_1: And your telephone number I have is 229-319-2911.

Speaker speaker\_2: Right.

Speaker speaker\_1: And the email I have is virginiaawells63 at gmail?

Speaker speaker\_2: Right.

Speaker speaker\_1: Okay, so looking at the file, it looks like you have term life for employee only. However, the beneficiary is Brayden Deshawn Stewart.

Speaker speaker\_2: Okay, um... Tha- that's it. That's it. That's it.

Speaker speaker\_1: Okay. Is there anything else I can help you out with today, Virginia?

Speaker speaker\_2: That's it. Uh, uh, thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too.

Speaker speaker\_1: All right, bye-bye.

Speaker speaker\_2: Bye.