

## **Transcript: Justin**

**Mills-4629830167085056-5460517778538496**

### **Full Transcript**

Thank you for calling Benefits 100. This is Justin. How can I help you today? Hello. My name Rafael Garry. I work for MAU, and, uh, I got some... I think I got benefits with y'all, but I need the card information and stuff. Yeah. Let me check on that. So M-A-U. What's the last four of your social? 1375. And what was your first and last name? Rafael Garry. R-A-F-E-A-L G-A-R-R-Y. And for security purposes, can you verify your home address, including city, state and zip code? 2319 Highwood Street, Newbury South Carolina 29108. And confirm your date of birth. April 3rd, 2002. And a good telephone number have is 944-4857. Yes, sir. And the email I have is rafaelgarry@gmail.com. Yes, sir. Okay, so looking at the file, it looks like you're not currently enrolled in anything. Um, the most previous thing that we had on you was back in 2023. All right. Okay. Uh, is there anything else? I thought... I thought I had something with y'all, but I had to make sure though, 'cause, uh, 'cause when I was at the dentist earlier, they said if I had something with y'all, then my Medicaid wouldn't work. So I had to call to make sure. Yes, sir. You know? So li- like I said, you're not currently enrolled in anything. All right. Is there anything else I could assist you with today? No, sir. Awesome. Well, you have a wonderful day, okay? You too. All right. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 100. This is Justin. How can I help you today?

Speaker speaker\_1: Hello. My name Rafael Garry. I work for MAU, and, uh, I got some... I think I got benefits with y'all, but I need the card information and stuff.

Speaker speaker\_0: Yeah. Let me check on that. So M-A-U. What's the last four of your social?

Speaker speaker\_1: 1375.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Rafael Garry. R-A-F-E-A-L G-A-R-R-Y.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker\_1: 2319 Highwood Street, Newbury South Carolina 29108.

Speaker speaker\_0: And confirm your date of birth.

Speaker speaker\_1: April 3rd, 2002.

Speaker speaker\_0: And a good telephone number have is 944-4857.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have is rafaelgarry@gmail.com.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay, so looking at the file, it looks like you're not currently enrolled in anything. Um, the most previous thing that we had on you was back in 2023.

Speaker speaker\_1: All right.

Speaker speaker\_0: Okay. Uh, is there anything else?

Speaker speaker\_1: I thought... I thought I had something with y'all, but I had to make sure though, 'cause, uh, 'cause when I was at the dentist earlier, they said if I had something with y'all, then my Medicaid wouldn't work. So I had to call to make sure.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: You know?

Speaker speaker\_0: So li- like I said, you're not currently enrolled in anything.

Speaker speaker\_1: All right.

Speaker speaker\_0: Is there anything else I could assist you with today?

Speaker speaker\_1: No, sir.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: You too.

Speaker speaker\_0: All right. Bye-bye.