

## **Transcript: Justin**

**Mills-4807142439960576-4799411096174592**

### **Full Transcript**

Thank you for calling Benefits Center Cards. This is Josh. How can I help you today? Hello. Um, I was trying to get my policy number for my medical insurance. Yeah. Let me check on that for you. What's the staffing agency you work for? MAU. And the last four of your social? 8648. And what was your first and last name? Natasha Shore, S-H-O-R-E. And for security purposes, could you verify your home address, including city, state and zip code? 3118 Thistle Road, Bay Breeze, South Carolina 29108. And confirm your date of birth. 08/17/98. And a good telephone number I have is 803-597-9146. Yes, sir. And the email I have is natasha\_harley@aol.com. Yes, sir. Okay. So let's see here. So looking at the file, looks like you became active in a new MEC Enhanced Coverage, which was your medical plan for employee plus spouse as of today, the 10th. So you should be receiving physical ID cards early next week. However, if you did call back Thursday or Friday of this week, we can actually email the ID cards to you then, because it does take the insurance carrier at least 72 hours to generate policy numbers. But as of right now, you are currently active in the new coverage. Yes. Okay. Thank you. All right. Thank you. You're welcome. Is there anything else that I can assist you with today? That's it. Thank you. You're welcome. Y'all have a great day. Okay. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits Center Cards. This is Josh. How can I help you today?

Speaker speaker\_1: Hello. Um, I was trying to get my policy number for my medical insurance.

Speaker speaker\_0: Yeah. Let me check on that for you. What's the staffing agency you work for?

Speaker speaker\_1: MAU.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 8648.

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

Speaker speaker\_1: Natasha Shore, S-H-O-R-E.

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

Speaker speaker\_1: 3118

Speaker speaker\_2: Thistle Road, Bay Breeze, South Carolina 29108.

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

Speaker speaker\_1: 08/17/98.

Speaker speaker\_0: And a good telephone number I have is 803-597-9146.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have is natasha\_harley@aol.com.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. So let's see here. So looking at the file, looks like you became active in a new MEC Enhanced Coverage, which was your medical plan for employee plus spouse as of today, the 10th. So you should be receiving physical ID cards early next week. However, if you did call back Thursday or Friday of this week, we can actually email the ID cards to you then, because it does take the insurance carrier at least 72 hours to generate policy numbers. But as of right now, you are currently active in the new coverage. Yes.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: You're welcome. Is there anything else that I can assist you with today?

Speaker speaker\_1: That's it. Thank you.

Speaker speaker\_0: You're welcome. Y'all have a great day. Okay.

Speaker speaker\_1: You too.