Transcript: Justin Mills-4815333492834304-4884950013755392

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, well, sir, um, my son worked at, for, uh, Big Lot, and, uh, this was the, uh, one of the, the links for insurance that they sent me. But he is, uh, about, um, almost a month, about a month ago, he got shot. And, um, I'm just trying to find out about his insurance 'cause the doc- the doctor, the hospital is trying to, um, get him in therapy. Mm-hmm. And he was- So you were just trying to see what kind of insurance he's had? Yes, sir. Okay. Um, do you know the staffing agency he works for? Uh... Ah, really. Um, give me one moment. Let me check. I really don't know. Oh, here, what's his first and last name? His first name is Courtney, last name Brisker. B-R-I-S-K-E-R. And Courtney with a C? No, Courtney with a K. Courtney with a K. And spell the last name for me. B-R-I-S-K-E-R. Brisker. Okay. And confirm his date of birth. Oh, now, that's, that's what I don't know. Hold on, let me get it. Well, hold on, I can get it. Okay. Uh... Hang on, let me call I'm on the phone with you. No, no, the company should thank. Good morning, uh, gentlemen, uh... Yeah. Just one moment. Unfortunately I'm pausing to hang up and call you back. Okay. Um, do you by any chance know his home address? 'Cause I have that on file. Oh, you got it on file? Well actually I will have to ask about that too 'cause I, I never been to his house. I'm his, I'm his dad but I've never been to his house. And, uh, he's just, he hasn't, uh, been there that long but, uh, but I can get all the information for you just in a second and call you right back. Okay, that should be fine. Okay. Yeah, I'm gonna go ahead and I'll call you right back. All right. You have a wonderful day, okay? Thank you. All right, 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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes, well, sir, um, my son worked at, for, uh, Big Lot, and, uh, this was the, uh, one of the, the links for insurance that they sent me. But he is, uh, about, um, almost a month, about a month ago, he got shot. And, um, I'm just trying to find out about his insurance 'cause the doc- the doctor, the hospital is trying to, um, get him in therapy.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And he was-

Speaker speaker_1: So you were just trying to see what kind of insurance he's had?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Um, do you know the staffing agency he works for?

Speaker speaker_2: Uh... Ah, really. Um, give me one moment. Let me check. I really don't know.

Speaker speaker_1: Oh, here, what's his first and last name?

Speaker speaker_2: His first name is Courtney, last name Brisker. B-R-I-S-K-E-R.

Speaker speaker_1: And Courtney with a C?

Speaker speaker_2: No, Courtney with a K.

Speaker speaker_1: Courtney with a K. And spell the last name for me.

Speaker speaker_2: B-R-I-S-K-E-R.

Speaker speaker_1: Brisker. Okay. And confirm his date of birth.

Speaker speaker_2: Oh, now, that's, that's what I don't know. Hold on, let me get it. Well, hold on, I can get it.

Speaker speaker_1: Okay.

Speaker speaker_2: Uh... Hang on, let me call I'm on the phone with you. No, no, the company should thank. Good morning, uh, gentlemen, uh... Yeah. Just one moment. Unfortunately I'm pausing to hang up and call you back.

Speaker speaker_1: Okay. Um, do you by any chance know his home address? 'Cause I have that on file.

Speaker speaker_2: Oh, you got it on file? Well actually I will have to ask about that too 'cause I, I never been to his house. I'm his, I'm his dad but I've never been to his house. And, uh, he's just, he hasn't, uh, been there that long but, uh, but I can get all the information for you just in a second and call you right back.

Speaker speaker_1: Okay, that should be fine.

Speaker speaker_2: Okay. Yeah, I'm gonna go ahead and I'll call you right back.

Speaker speaker_1: All right. You have a wonderful day, okay?

Speaker speaker_2: Thank you.

Speaker speaker_1: All right, bye-bye.