

Transcript: Justin

Mills-4838057112551424-5262177683947520

Full Transcript

Thank you for calling Benefits and Card. This is Justin. How can I help you today? Uh, yeah. I'm just recently checked out y'all's plan, and, uh, I'm trying to see if you can help me figure out if my medication is approved. Um, so that's more of an insurance carrier thing. Um, let me try pulling your file to see who the correct insurance carrier is. What's the staffing agency you work for? Uh, WorkSource. And the last four of your social? 9954. What was your first and last name? Kyle Madison. And for security purposes, could you verify your home address, including city, state and zip code, Kyle? Yeah. It's 3419 South 66th, Fort Smith, Arkansas 72903. And confirm your date of birth? 8/25/'89. And a good telephone number I have is 479-401-7854? Yeah. And the email I have is kylemadison476@gmail? Yeah. Okay. Um, so let's see here. Here, bear with me one second, okay? Okay. Sure.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Card. This is Justin. How can I help you today?

Speaker speaker_1: Uh, yeah. I'm just recently checked out y'all's plan, and, uh, I'm trying to see if you can help me figure out if my medication is approved.

Speaker speaker_0: Um, so that's more of an insurance carrier thing. Um, let me try pulling your file to see who the correct insurance carrier is. What's the staffing agency you work for?

Speaker speaker_1: Uh, WorkSource.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 9954.

Speaker speaker_0: What was your first and last name?

Speaker speaker_1: Kyle Madison.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Kyle?

Speaker speaker_1: Yeah. It's 3419 South 66th, Fort Smith, Arkansas 72903.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 8/25/'89.

Speaker speaker_0: And a good telephone number I have is 479-401-7854?

Speaker speaker_1: Yeah.

Speaker speaker_0: And the email I have is kylemadison476@gmail?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, so let's see here. Here, bear with me one second, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Sure.