

## **Transcript: Justin**

**Mills-5113237085306880-5854166322724864**

### **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? Hold on, I'm going to hand the phone to you. Uh, there's a young man here who wants to talk to you. Hello? Hello. This is Justin from Benefits and a Card. How can I help you today? Okay. Uh, I have med... Like, insurance through y'all through my job, and I was trying to see what doctors co- uh, y'all cover because I need to get, uh, some dental work done. And I haven't received a card. Let's see. Okay, what's the staffing agency you work for? The Resource. And the last four of your Social? 4511. And what was your first and last name? D'jon McClinton. All right. Let's see here. And for security purposes, can you verify the home address, including city, state and zip code? 2890 Millbrook Drive, West Salem, North Carolina 27105. And confirm your date of birth. Apartment, Apartment C. Uh, 1203, 1995. And a good telephone number I have is 336-493-1650. Uh, no. It's a no. What's a good telephone number for you? 743-209-4908. And just to confirm, 743-209-4908? Mm-hmm. And the email I have is mcclintondj99@gmail? Yes. Okay, so let's see here. It looks like the Resource Company is in their company open enrollment period starting today. You actually have the same coverage that you had before through them actually rolled over, unless you wanted to make changes to that. You stated you were needing ID cards? Yeah. I just need, uh, the card so I can go to the doctor, dentist, whatever, uh, my benefits cover. Okay. Uh, well, here. Do you mind if I place you on a brief hold while I email that information to you? Mm-hmm. Okay. I didn't even know it was supposed to rain. Uh. Started in right now, started to walk, kicked up and then had to wait on the ride. Yeah, I got, uh, the little shopping center where... Right there now. Yeah, I went... There's something behind my back. And then I made it right there. Yeah. Yeah. Yeah. They told me I needed, they told me I needed, they told me I needed to call. They was talking about you, said you the one with the calls. Yeah, man. Yeah. Yeah. The car. I don't know. Make sure you got the card, man. What you say, dog? You the guy that got the card? Yeah. But he got in his mind, didn't he though? You're a human being. You're a human being too. Hello, do you recognize me, sir? Yes, I'm still here. Awesome. Thank you so much for holding. Um, so I went ahead and emailed you all of your ID cards to the email we have on file. Um, the email that you should be looking out for is coming from my personal work email, so justin@benefitcentercard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder, okay? Okay. Okay. Now there are telephone numbers in the email as well for you to find medical, dental and vision providers. Um- Mm-hmm. ... when you do call them, just provide them with your ZIP code, okay? Okay. Okay. Well, is there anything else that I could help you out with today? No answer, I just get a number, uh, on the ID cards you emailed? Correct. Yes, sir. Okay. Thanks. Is there any... You're welcome. Is there anything else I could help you out with? No, sir. Awesome. Well, you have a wonderful day.

Wait, hold on. Yes. One more question. Yes. Could you tell me what, uh, how my benefits I got with y'all? I know I'm gonna need it. Um, yeah. Yeah, so you have dental, uh, term life which is life insurance, vision, the VIP basic which covers hospitals, doctors and medications, and the MEC TeleRx which covers all of your preventative healthcare services so like your physicals, diabetes screenings, vaccinations. Pretty much things that generally make you stay healthy. Okay. Thanks. You're welcome. You have a great day, okay? You too. 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 and a Card. This is Justin. How can I help you today? Hold on, I'm going to hand the phone to you. Uh, there's a young man here who wants to talk to you.

Speaker speaker\_2: Hello?

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

Speaker speaker\_2: Okay. Uh, I have med... Like, insurance through y'all through my job, and I was trying to see what doctors co- uh, y'all cover because I need to get, uh, some dental work done. And I haven't received a card.

Speaker speaker\_1: Let's see. Okay, what's the staffing agency you work for?

Speaker speaker\_2: The Resource.

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

Speaker speaker\_2: 4511.

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

Speaker speaker\_2: D'jon McClinton.

Speaker speaker\_1: All right. Let's see here. And for security purposes, can you verify the home address, including city, state and zip code?

Speaker speaker\_2: 2890 Millbrook Drive, West Salem, North Carolina 27105.

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

Speaker speaker\_2: Apartment, Apartment C. Uh, 1203, 1995.

Speaker speaker\_1: And a good telephone number I have is 336-493-1650.

Speaker speaker\_2: Uh, no. It's a no.

Speaker speaker\_1: What's a good telephone number for you?

Speaker speaker\_2: 743-209-4908.

Speaker speaker\_1: And just to confirm, 743-209-4908?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And the email I have is mcclintondj99@gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so let's see here. It looks like the Resource Company is in their company open enrollment period starting today. You actually have the same coverage that you had before through them actually rolled over, unless you wanted to make changes to that. You stated you were needing ID cards?

Speaker speaker\_2: Yeah. I just need, uh, the card so I can go to the doctor, dentist, whatever, uh, my benefits cover.

Speaker speaker\_1: Okay. Uh, well, here. Do you mind if I place you on a brief hold while I email that information to you?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay.

Speaker speaker\_3: I didn't even know it was supposed to rain. Uh. Started in right now, started to walk, kicked up and then had to wait on the ride. Yeah, I got, uh, the little shopping center where... Right there now. Yeah, I went... There's something behind my back. And then I made it right there. Yeah. Yeah. Yeah. They told me I needed, they told me I needed, they told me I needed to call. They was talking about you, said you the one with the calls. Yeah, man. Yeah. Yeah. The car. I don't know. Make sure you got the card, man. What you say, dog? You the guy that got the card? Yeah. But he got in his mind, didn't he though? You're a human being. You're a human being too.

Speaker speaker\_1: Hello, do you recognize me, sir?

Speaker speaker\_3: Yes, I'm still here.

Speaker speaker\_1: Awesome. Thank you so much for holding. Um, so I went ahead and emailed you all of your ID cards to the email we have on file. Um, the email that you should be looking out for is coming from my personal work email, so justin@benefitcentercard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder, okay?

Speaker speaker\_3: Okay.

Speaker speaker\_1: Okay. Now there are telephone numbers in the email as well for you to find medical, dental and vision providers. Um-

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_1: ... when you do call them, just provide them with your ZIP code, okay?

Speaker speaker\_3: Okay.

Speaker speaker\_1: Okay. Well, is there anything else that I could help you out with today?

Speaker speaker\_3: No answer, I just get a number, uh, on the ID cards you emailed?

Speaker speaker\_1: Correct. Yes, sir.

Speaker speaker\_3: Okay. Thanks.

Speaker speaker\_1: Is there any... You're welcome. Is there anything else I could help you out with?

Speaker speaker\_3: No, sir.

Speaker speaker\_1: Awesome. Well, you have a wonderful day.

Speaker speaker\_3: Wait, hold on.

Speaker speaker\_1: Yes.

Speaker speaker\_3: One more question.

Speaker speaker\_1: Yes.

Speaker speaker\_3: Could you tell me what, uh, how my benefits I got with y'all? I know I'm gonna need it.

Speaker speaker\_1: Um, yeah. Yeah, so you have dental, uh, term life which is life insurance, vision, the VIP basic which covers hospitals, doctors and medications, and the MEC TeleRx which covers all of your preventative healthcare services so like your physicals, diabetes screenings, vaccinations. Pretty much things that generally make you stay healthy.

Speaker speaker\_3: Okay. Thanks.

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

Speaker speaker\_3: You too.

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