Transcript: Justin Mills-5153658128220160-5911068128231424

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. How you doing? Doing pretty well, and yourself? I'm all right. I'm trying to see when would I be receiving my card in the mail or, um, from you all? Yeah, let me check on that. Okay. What's that staffing agency you work for? I work for WorkSmart. And the last four of your social? 4902. And what was your first and last name? Latoria Freeman. All right, okay. And for security purposes, could you verify your home address, including city, state, and ZIP code, Latoria? It's, um, Greenwood, South Carolina 29646. Uh, I said your home address, including city, state, and ZIP code. Oh, 209 Dowling Circle, Greenwood, South Carolina 29646. I'm sorry. No worries. And confirm your date of birth for me. 07/01/'76. And a good telephone number have is 396-0505? Yes, sir. And the email I have is latoriapfreeman@yahoo.com? Yes, sir. Okay, so checking the calendar, it looks like you became active in the coverage as of today, um, so you should be receiving physical ID cards early next week. However, if you did call us back Thursday or Friday of this week, we can actually email the ID cards to you then, um, because it does take the insurance carrier at least 72 hours to generate policy numbers. Um, but as of right now, you are currently active. I know, but they taking it out my check. So that's why I was calling, so I can go ahead- Yeah. ... and I'll just, I'll do like you said. I'll call back on Friday and get it emailed to me, and that way I can go ahead and schedule my appointment. Okay, um, but I ... physicals should arrive early next week. Okay, Latoria? Okay, thank you. You're welcome. You have a great day, okay? You too. Bye-bye. All right. B-

Conversation Format

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

Speaker speaker_1: Hey, Justin. How you doing?

Speaker speaker_0: Doing pretty well, and yourself?

Speaker speaker_1: I'm all right. I'm trying to see when would I be receiving my card in the mail or, um, from you all?

Speaker speaker_0: Yeah, let me check on that.

Speaker speaker_1: Okay.

Speaker speaker_0: What's that staffing agency you work for?

Speaker speaker_1: I work for WorkSmart.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 4902.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Latoria Freeman.

Speaker speaker_0: All right, okay. And for security purposes, could you verify your home address, including city, state, and ZIP code, Latoria?

Speaker speaker_1: It's, um, Greenwood, South Carolina 29646.

Speaker speaker_0: Uh, I said your home address, including city, state, and ZIP code.

Speaker speaker_1: Oh, 209 Dowling Circle, Greenwood, South Carolina 29646. I'm sorry.

Speaker speaker_0: No worries. And confirm your date of birth for me.

Speaker speaker_1: 07/01/'76.

Speaker speaker_0: And a good telephone number have is 396-0505?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is latoriapfreeman@yahoo.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so checking the calendar, it looks like you became active in the coverage as of today, um, so you should be receiving physical ID cards early next week. However, if you did call us back Thursday or Friday of this week, we can actually email the ID cards to you then, um, because it does take the insurance carrier at least 72 hours to generate policy numbers. Um, but as of right now, you are currently active.

Speaker speaker_1: I know, but they taking it out my check. So that's why I was calling, so I can go ahead-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... and I'll just, I'll do like you said. I'll call back on Friday and get it emailed to me, and that way I can go ahead and schedule my appointment.

Speaker speaker_0: Okay, um, but I

Speaker speaker_2: ... physicals should arrive early next week. Okay, Latoria?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: All right. B-