

## **Transcript: Justin**

**Mills-5225943106633728-4606370955182080**

### **Full Transcript**

Thank you for calling Benefits and Accards. This is Josh, how can I help you today? Hi. I was trying to see, uh... I work for Crown Staffing, and I haven't received anything in the mail for, uh, my wife and me's insurance. Um, okay. So Crown Services, what's the last four of your social? 8744. And your first and last name? Leland Smith. And for security purposes, can you verify your home address, including city, state and zip code, Leland? 11009 Highway 764 Whitesville, Kentucky 42378. And your date of birth? 10/24/02. And a good telephone number have us 270-315-4433? Yes. And the email have us LS9764922 at Gmail? Yes. Okay. Um, so looking at the file, it looks like you were auto enrolled into the MEC Telerox for employee only, um, last Monday. You became active last Monday, the 10th. So you should be receiving your physical ID card for that within the next few days. I'm not seeing anything regarding employee plus spouse coverage. It was supposed to be, uh, on the paperwork that was sent to me, I applied for the family. Okay. Um, well, looking at the file, we haven't received that document from Crown Services. Um, could you potentially obtain that document and forward it to us? Yes, I will see what I can do. Okay. 'Cause as of right now, the only thing I'm seeing you enrolled into is just the MEC Telerox, which is the automatic enrollment that they do to all of their employees. All right... All right. I'll see if, uh, I can get ahold of them and get that copied and faxed over to y'all. Okay. Is there anything else I could assist you with today, Leland? No, that'd be all. Awesome. Well, you have a wonderful day, okay? All right. Bye-bye. All right. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Accards. This is Josh, how can I help you today?

Speaker speaker\_1: Hi. I was trying to see, uh... I work for Crown Staffing, and I haven't received anything in the mail for, uh, my wife and me's insurance.

Speaker speaker\_0: Um, okay. So Crown Services, what's the last four of your social?

Speaker speaker\_1: 8744.

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

Speaker speaker\_1: Leland Smith.

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

Speaker speaker\_1: 11009 Highway 764 Whitesville, Kentucky 42378.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 10/24/02.

Speaker speaker\_0: And a good telephone number have us 270-315-4433?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email have us LS9764922 at Gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, so looking at the file, it looks like you were auto enrolled into the MEC Telerox for employee only, um, last Monday. You became active last Monday, the 10th. So you should be receiving your physical ID card for that within the next few days. I'm not seeing anything regarding employee plus spouse coverage.

Speaker speaker\_1: It was supposed to be, uh, on the paperwork that was sent to me, I applied for the family.

Speaker speaker\_0: Okay. Um, well, looking at the file, we haven't received that document from Crown Services. Um, could you potentially obtain that document and forward it to us?

Speaker speaker\_1: Yes, I will see what I can do.

Speaker speaker\_0: Okay. 'Cause as of right now, the only thing I'm seeing you enrolled into is just the MEC Telerox, which is the automatic enrollment that they do to all of their employees.

Speaker speaker\_1: All right... All right. I'll see if, uh, I can get ahold of them and get that copied and faxed over to y'all.

Speaker speaker\_0: Okay. Is there anything else I could assist you with today, Leland?

Speaker speaker\_1: No, that'd be all.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

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

Speaker speaker\_0: All right. Bye-bye.