

Transcript: Justin

Mills-5326050177368064-5294643740721152

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? Hi, Justin. Um, I'm calling, um, to, uh, change my plan. I just spoke... I don't know who the lady is that I spoke with, but she explained to me that the only difference in the coverage that I selected and the coverage that I've already had is a set number of visits. I don't need that. Um, so I would much rather keep my 26 whatever a month than paying 46 whatever a month- I see. ... for a set number of visits. Okay. What's the staffing agency you work for? Um, Crown. And the last four of your social? 6175. And for security purposes, can you verify your home address, including city, state and zip code? 2905 Rockaway Drive, uh, Layville, Kentucky 40216. And your date of birth? 04-27-97. And a good telephone number I have is 502-310-2160? Yep. And the email I have is A-L-L-A-H-N-A-H-M-Y-I-A at Gmail? Yeah. Okay, so let's see here. So you wanted to drop the MEC Enhanced and switch back to the MEC TeleRx. Is that correct? Yeah. Okay. Let's see here. Let's see. I'm sorry. I'm trying to figure out my prescription. I got pinkeye. Can I call you back so I can talk to the pharmacy? No worries. That should be fine. Okay, thank you. You're welcome.

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?

Speaker speaker_2: Hi, Justin. Um, I'm calling, um, to, uh, change my plan. I just spoke... I don't know who the lady is that I spoke with, but she explained to me that the only difference in the coverage that I selected and the coverage that I've already had is a set number of visits. I don't need that. Um, so I would much rather keep my 26 whatever a month than paying 46 whatever a month-

Speaker speaker_1: I see.

Speaker speaker_2: ... for a set number of visits.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Um, Crown.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 6175.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_2: 2905 Rockaway Drive, uh, Layville, Kentucky 40216.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 04-27-97.

Speaker speaker_1: And a good telephone number I have is 502-310-2160?

Speaker speaker_2: Yep.

Speaker speaker_1: And the email I have is A-L-L-A-H-N-A-H-M-Y-I-A at Gmail?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, so let's see here. So you wanted to drop the MEC Enhanced and switch back to the MEC TeleRx. Is that correct?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Let's see here. Let's see.

Speaker speaker_2: I'm sorry. I'm trying to figure out my prescription. I got pinkeye. Can I call you back so I can talk to the pharmacy?

Speaker speaker_1: No worries. That should be fine.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome.