

Transcript: Justin

Mills-5434827229052928-6287289955598336

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Encouragement. This is Justin. How can I help you today? Yes, sir. I'm calling to, for one, um, I'm currently on insurance for my job that I work, but, um, they, my, my card, my, my insurance card was never forwarded to my address, and I needed to go to the, um, the, uh, actual, um, Rite Aid and pick up some medication, but they said my card was declined. Um, okay. Let me- Hello? ... check on that for you. Yeah, I'm still here. What's the staffing agency you work for? Yeah, I, I work for, uh, Perdue Farms for Personal Partners. Okay, so Partners Personnel? Yeah, Partner Personnel. Yeah. And the last four of your social? 41998. And what was your first and last name? Douglas Clayton. Okay. And for security purposes, can you verify the home address, including city, state and zip code, Douglas? It's 671 Blondeau Drive, Alberta, Virginia 23821. And your date of birth? 3/26/91. And a good telephone number have is 804-691-5318? Yes. And the email I have is ksb91@icloud.com? Yeah. Okay. Um, so what I'll go ahead and do, I'll email the insurance carriers, have them put in a, uh, put in a request for a new physical ID card to be mailed out to you. So, you should receive that in seven to 10 business days. Um, but I can email the ID card- Okay. ... just so you have it. Yeah, I, 'cause, because I do need, I need the BIN number, the PAN number, the GRP, and the ID. I need all that off. I need all them four information for when I go pick it up. Okay. So, I'll go ahead and email that ID card to you, which will have all of that information on it. Just bear with me one second, okay? Okay. Okay. Whole time, still shootin' people in the front door. Whole time, she came about, she was tryna kill my wife though, know what I'm sayin'? But don't get so crazy because my wife supposed to know what's happening. Like, get rid of these messages and then she leave. Know what I'm saying? Like, she ain't really want... You know what I mean? Like, you know what I mean? Like, either way, I hadn't really tell her anything. You know what I'm saying? And that motherfucking grill, I was like, I shoulda known that. You know what I mean?... happen at home, dog. And it's like, you know, they like, you dead ass. Like, almost, like, you know, they really wanna... You know, I'm simply saying. But you better not actually talk to me like that. You know? Yeah. Yeah. Oh, shit. Oh. It was like... I mean, like... I was in the hospital, like, for like, three o'clock waiting on the section. Grown ass... My wife personally had to suffer in a different room getting all the medical... The babies lighed and all that. The whole house. And I hear her like, "Okay." Like, "Why?" Had to get the... Like 3:00. That's when... I ain't leaving here alive. Anyway. Hello, Douglas. You still there? Yes, sir. Awesome, thank you so much for holding. So, I went ahead and emailed the insurance carriers and emailed the ID card to you. Um, email that you should be looking out for- Nice. ... for the ID card is coming from info@...

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 Encouragement. This is Justin. How can I help you today?

Speaker speaker_2: Yes, sir. I'm calling to, for one, um, I'm currently on insurance for my job that I work, but, um, they, my, my card, my, my insurance card was never forwarded to my address, and I needed to go to the, um, the, uh, actual, um, Rite Aid and pick up some medication, but they said my card was declined.

Speaker speaker_1: Um, okay. Let me-

Speaker speaker_2: Hello?

Speaker speaker_1: ... check on that for you. Yeah, I'm still here. What's the staffing agency you work for?

Speaker speaker_2: Yeah, I, I work for, uh, Perdue Farms for Personal Partners.

Speaker speaker_1: Okay, so Partners Personnel?

Speaker speaker_2: Yeah, Partner Personnel. Yeah.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 41998.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Douglas Clayton.

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

Speaker speaker_2: It's 671 Blondeau Drive, Alberta, Virginia 23821.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 3/26/91.

Speaker speaker_1: And a good telephone number have is 804-691-5318?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is ksb91@icloud.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Um, so what I'll go ahead and do, I'll email the insurance carriers, have them put in a, uh, put in a request for a new physical ID card to be mailed out to you. So, you should receive that in seven to 10 business days. Um, but I can email the ID card-

Speaker speaker_2: Okay.

Speaker speaker_1: ... just so you have it.

Speaker speaker_2: Yeah, I, 'cause, because I do need, I need the BIN number, the PAN number, the GRP, and the ID. I need all that off. I need all them four information for when I go pick it up.

Speaker speaker_1: Okay. So, I'll go ahead and email that ID card to you, which will have all of that information on it. Just bear with me one second, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay.

Speaker speaker_2: Whole time, still shootin' people in the front door. Whole time, she came about, she was tryna kill my wife though, know what I'm sayin'? But don't get so crazy because my wife supposed to know what's happening. Like, get rid of these messages and then she leave. Know what I'm saying? Like, she ain't really want... You know what I mean? Like, you know what I mean? Like, either way, I hadn't really tell her anything. You know what I'm saying? And that motherfucking grill, I was like, I shoulda known that. You know what I mean?... happen at home, dog. And it's like, you know, they like, you dead ass. Like, almost, like, you know, they really wanna... You know, I'm simply saying. But you better not actually talk to me like that. You know? Yeah. Yeah. Oh, shit. Oh. It was like... I mean, like... I was in the hospital, like, for like, three o'clock waiting on the section. Grown ass... My wife personally had to suffer in a different room getting all the medical... The babies lighed and all that. The whole house. And I hear her like, "Okay." Like, "Why?" Had to get the... Like 3:00. That's when... I ain't leaving here alive. Anyway.

Speaker speaker_1: Hello, Douglas. You still there?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Awesome, thank you so much for holding. So, I went ahead and emailed the insurance carriers and emailed the ID card to you. Um, email that you should be looking out for-

Speaker speaker_2: Nice.

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