

## Transcript: Justin

**Mills-5472931648946176-5426270151163904**

### 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? Yeah. Yes, my name is, uh, Roderick Brown and I'm just trying to get a copy emailed to me of the policy I got. Like, far as, uh, the whole policy covers. Like, the whole plan. 'Cause I called here yesterday and I spoke with a lady, and she emailed me some stuff but it wasn't what I was asking for. Okay. Um, so you were sent a benefit guide. Uh, is that correct? Yes, but that ain't what I needed. I needed, like, the, the exact plan I got. Okay. Um, what's the staffing agency you work for? Cornell. And the last four of your Social? 6726. And what was your first and last name? Roderick Brown. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Roderick? Yes. 713 Hawthorne Drive, Hopkinsville, Kentucky 42240. And your date of birth? 4/19/85. And a good telephone number have a 678-532-1188? Yes. 1181. 1181, my apologies. And the email I have is roderickbrown724@Gmail? Yes. Okay. Um, so let's see here. So, I'm trying to think. 'Cause if you were e- if you were emailed a benefit guide, and that's not what w- you were, you were needing, I'm trying to think if you need, like, a, um, like, a letter of coverage? Um, 'cause that's, that's... A letter of coverage is showing what you're currently enrolled into. Um, where enrollment confirmation, um, is where, is where you just enrolled and you need confirmation that you've just enrolled. Um, but, I mean, I can have a letter of coverage emailed to you, if that's what you were needing. Will it have, like, all the benefits that I got? The... Uh, y- yes. Will it have my whole coverage plan? Yes, sir. So, the letter of coverage is pretty much like a letter stating that you are enrolled in the benefits, um, and shows exactly what you are enrolled into, and just needs pro- it's just proof of current coverage. So, if you needed to provide that to somewhere to show that you have insurance, we can, we can do that. I- Okay, I need to... I just need to show my wife 'cause she's on, she's on my policy too, and she just... We both wanna see what are we, what are I enrolled into, basically. Okay. Uh, so what I'm gonna do- I got a brief- Yeah? No, you go ahead. I said, well... Uh, well, I said what I was gonna do, I can have that letter of coverage sent to you and then, um, se- send you a separate email with everything that you're currently enrolled into, like, the free RX group accident with the prices and everything like that, um, as well as- Okay. ... a benefit guide, so you can compare what plans you are enrolled into and what is covered and what's not covered, if that would help. Okay. Okay. Um, but what were you gonna say before I cut you off? Uh... Damn, I'm- I forgot. That quick. Uh, yeah, I forgot. Okay, no worries. Um, but here, do you mind if I place you in a brief hold while I work on all of that for you? Yes. Okay, I'll be right back for you. Okay, Roderick? All right. Hey, baby. How you doing today? Hey. Hey. Come on. All right, we got the whole family here. Come on, baby. Ready? Ready. Come on over here. Sit. There you go. Sit down. There. You got it? There you go. Now you can sit. Nine, eight, seven, six, five, four, three... Hi. I'm coming. Hey. Hi. Yeah, you sit...

Okay. Wait for me. Hey, Mike. Now I can sit. Okay. Roderick, you still there? Yes, sir. 13. I have two things. Um, unfortunately, we wouldn't be able to send the letter of coverage right now, due to the fact that you're not currently active in the, uh, benefits for this week. Um, I do know that Crown had a, um, mishap with deductions being sent over, so we're just waiting for them to send over that information. Um, but I did go ahead and email you a list of what you were enrolled into, including prices, um, and as well as a copy of a benefit guide. Uh, and then, um, with directions on how to compare all of that information. Um, so I went ahead and emailed that information to you. Uh, email that you should be looking out for is coming from info, that's I-N-F-O, @benefitscentercard.com. Um, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? Yeah, see this is, uh, this is what the lady sent to me yesterday. Okay. Yeah, that ain't gone over- Sent to you? Yeah, I wasn't looking for that. I was looking for what you said that you couldn't send as of right now. Oh, the letter of coverage. Okay. Right. Like I said, we're just waiting on Crown Services to send over deductions on all of their employees, so once that happens, um, you can, you can become active or you'll become active and then you will be able to request the letter of coverage from there. Um, as of right now, since it's not active, we really can't provide that letter of coverage, because you have to be active in order to obtain the letter- Okay, I understand. ... from an insurance carrier. Okay. All right, I'll just call you back, call back next week and, uh, just go from there. Okay. Is there anything else I can help you out with today, Roderick? No, sir. Appreciate you, man. You're welcome. Have a great day, okay? All right. You too. Thank you. Buh-bye. Buh-bye. Not yet. Hold on one second.

## 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: Yeah. Yes, my name is, uh, Roderick Brown and I'm just trying to get a copy emailed to me of the policy I got. Like, far as, uh, the whole policy covers. Like, the whole plan. 'Cause I called here yesterday and I spoke with a lady, and she emailed me some stuff but it wasn't what I was asking for.

Speaker speaker\_1: Okay. Um, so you were sent a benefit guide. Uh, is that correct?

Speaker speaker\_2: Yes, but that ain't what I needed. I needed, like, the, the exact plan I got.

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

Speaker speaker\_2: Cornell.

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

Speaker speaker\_2: 6726.

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

Speaker speaker\_2: Roderick Brown.

Speaker speaker\_1: Okay. And for security purposes, can you verify your home address, including city, state and zip code, Roderick?

Speaker speaker\_2: Yes. 713 Hawthorne Drive, Hopkinsville, Kentucky 42240.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 4/19/85.

Speaker speaker\_1: And a good telephone number have a 678-532-1188?

Speaker speaker\_2: Yes. 1181.

Speaker speaker\_1: 1181, my apologies. And the email I have is roderickbrown724@Gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Um, so let's see here. So, I'm trying to think. 'Cause if you were e- if you were emailed a benefit guide, and that's not what w- you were, you were needing, I'm trying to think if you need, like, a, um, like, a letter of coverage? Um, 'cause that's, that's... A letter of coverage is showing what you're currently enrolled into. Um, where enrollment confirmation, um, is where, is where you just enrolled and you need confirmation that you've just enrolled. Um, but, I mean, I can have a letter of coverage emailed to you, if that's what you were needing.

Speaker speaker\_2: Will it have, like, all the benefits that I got? The...

Speaker speaker\_1: Uh, y- yes.

Speaker speaker\_2: Will it have my whole coverage plan?

Speaker speaker\_1: Yes, sir. So, the letter of coverage is pretty much like a letter stating that you are enrolled in the benefits, um, and shows exactly what you are enrolled into, and just needs pro- it's just proof of current coverage. So, if you needed to provide that to somewhere to show that you have insurance, we can, we can do that.

Speaker speaker\_2: I- Okay, I need to... I just need to show my wife 'cause she's on, she's on my policy too, and she just... We both wanna see what are we, what are I enrolled into, basically.

Speaker speaker\_1: Okay. Uh, so what I'm gonna do-

Speaker speaker\_2: I got a brief-

Speaker speaker\_1: Yeah?

Speaker speaker\_2: No, you go ahead.

Speaker speaker\_1: I said, well... Uh, well, I said what I was gonna do, I can have that letter of coverage sent to you and then, um, se- send you a separate email with everything that you're currently enrolled into, like, the free RX group accident with the prices and everything like that,

um, as well as-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... a benefit guide, so you can compare what plans you are enrolled into and what is covered and what's not covered, if that would help.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Um, but what were you gonna say before I cut you off?

Speaker speaker\_2: Uh... Damn, I'm- I forgot. That quick. Uh, yeah, I forgot.

Speaker speaker\_1: Okay, no worries. Um, but here, do you mind if I place you in a brief hold while I work on all of that for you?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, I'll be right back for you. Okay, Roderick?

Speaker speaker\_2: All right.

Speaker speaker\_3: Hey, baby. How you doing today?

Speaker speaker\_4: Hey. Hey.

Speaker speaker\_3: Come on. All right, we got the whole family here. Come on, baby. Ready?

Speaker speaker\_4: Ready.

Speaker speaker\_3: Come on over here. Sit. There you go. Sit down. There. You got it? There you go. Now you can sit. Nine, eight, seven, six, five, four, three...

Speaker speaker\_4: Hi. I'm coming. Hey. Hi. Yeah, you sit... Okay. Wait for me. Hey, Mike. Now I can sit. Okay.

Speaker speaker\_5: Roderick, you still there?

Speaker speaker\_3: Yes, sir. 13.

Speaker speaker\_5: I have two things. Um, unfortunately, we wouldn't be able to send the letter of coverage right now, due to the fact that you're not currently active in the, uh, benefits for this week. Um, I do know that Crown had a, um, mishap with deductions being sent over, so we're just waiting for them to send over that information. Um, but I did go ahead and email you a list of what you were enrolled into, including prices, um, and as well as a copy of a benefit guide. Uh, and then, um, with directions on how to compare all of that information. Um, so I went ahead and emailed that information to you. Uh, email that you should be looking out for is coming from info, that's I-N-F-O, @benefitscentercard.com. Um, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker\_3: Yeah, see this is, uh, this is what the lady sent to me yesterday.

Speaker speaker\_5: Okay.

Speaker speaker\_3: Yeah, that ain't gone over-

Speaker speaker\_5: Sent to you?

Speaker speaker\_3: Yeah, I wasn't looking for that. I was looking for what you said that you couldn't send as of right now.

Speaker speaker\_5: Oh, the letter of coverage. Okay.

Speaker speaker\_3: Right.

Speaker speaker\_5: Like I said, we're just waiting on Crown Services to send over deductions on all of their employees, so once that happens, um, you can, you can become active or you'll become active and then you will be able to request the letter of coverage from there. Um, as of right now, since it's not active, we really can't provide that letter of coverage, because you have to be active in order to obtain the letter-

Speaker speaker\_3: Okay, I understand.

Speaker speaker\_5: ... from an insurance carrier.

Speaker speaker\_3: Okay. All right, I'll just call you back, call back next week and, uh, just go from there.

Speaker speaker\_5: Okay. Is there anything else I can help you out with today, Roderick?

Speaker speaker\_3: No, sir. Appreciate you, man.

Speaker speaker\_5: You're welcome. Have a great day, okay?

Speaker speaker\_3: All right. You too.

Speaker speaker\_5: Thank you. Buh-bye.

Speaker speaker\_3: Buh-bye. Not yet. Hold on one second.