

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits In A Card. This is Justin. How can I help you today? Hi, Justin. I'm trying to see... I just got the benefits, um, call. I'm trying to see exactly what 90 Degree Benefits is for in regards to me, if I'm making sense. I'm sorry if I'm not, but I just got it, so I'm trying to figure out what I could use, what I could use this for? Okay. Um, what's the staffing agency you work for? Um, BG, BG Mortar, BG Mortar Family Staffing. And the, and the last four of your Social? 3564. And what was your first and last name? Amaya Ford. All right, cool. And for security purposes, can you verify the home address, including city, state and zip code? Uh, 8801 Country Lake Drive, Apartment 918, Tampa, Florida 33647. And your date of birth? November 22nd, 1996. And a good telephone number I have is 813-784-8786. Can you change that, the last four to 0497? I just changed my number. That was my old number. 0497, okay. So 784-0497, correct? Correct. Okay. And the email address is your first and last name at Gmail? That is correct. Okay, so let's see here. So 90 Degree Benefits is the insurance carrier for the MBC TeleRX which just covers preventative healthcare services only. So like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Okay. Um, so not something where I can, like, schedule... Um, what is it? Like schedule for a primary care provider? Um, correct. So it just covers preventative healthcare services. However, I do know that BG Staffing, um, does offer other medical plans that cover hospitals, doctors and medications. Okay. All right. Thank you. That's all I needed to know. I appreciate it. You're welcome. You have a great day, okay? Y- you too. All right, bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits In A Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. I'm trying to see... I just got the benefits, um, call. I'm trying to see exactly what 90 Degree Benefits is for in regards to me, if I'm making sense. I'm sorry if I'm not, but I just got it, so I'm trying to figure out what I could use, what I could use this for?

Speaker speaker_1: Okay. Um, what's the staffing agency you work for?

Speaker speaker_2: Um, BG, BG Mortar, BG Mortar Family Staffing.

Speaker speaker_1: And the, and the last four of your Social?

Speaker speaker_2: 3564.

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

Speaker speaker_2: Amaya Ford.

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

Speaker speaker_2: Uh, 8801 Country Lake Drive, Apartment 918, Tampa, Florida 33647.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: November 22nd, 1996.

Speaker speaker_1: And a good telephone number I have is 813-784-8786.

Speaker speaker_2: Can you change that, the last four to 0497? I just changed my number. That was my old number.

Speaker speaker_1: 0497, okay. So 784-0497, correct?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. And the email address is your first and last name at Gmail?

Speaker speaker_2: That is correct.

Speaker speaker_1: Okay, so let's see here. So 90 Degree Benefits is the insurance carrier for the MBC TeleRX which just covers preventative healthcare services only. So like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy.

Speaker speaker_2: Okay. Um, so not something where I can, like, schedule... Um, what is it? Like schedule for a primary care provider?

Speaker speaker_1: Um, correct. So it just covers preventative healthcare services. However, I do know that BG Staffing, um, does offer other medical plans that cover hospitals, doctors and medications.

Speaker speaker_2: Okay. All right. Thank you. That's all I needed to know. I appreciate it.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: Y- you too.

Speaker speaker_1: All right, bye-bye.