

## Transcript: Justin

**Mills-6008393986686976-5450886595690496**

### Full Transcript

Your call may be monitored for quality assurance purposes. Thank you for calling Benefits Center Card. This is Justin. How can I help you today? Hey, Justin. You said Justin, right? Correct. Sorry, I couldn't hear you too well. Um, my name is Diana Sanchez. I'm just calling 'cause I called you guys, I think Wednesday, and I was told my benefits wouldn't be ready quite yet, so I could save information for it. I was told to call back Monday, so I am doing exactly that. So what do you need from me? Um, yeah, let me check on that. Uh, so TRC staffing, what's the last four of your social? 7703. And for security purposes, can you verify the home address, including city, state and zip code, Diana? 570 Water Willow Way. That's Blythewood, South Carolina, 29016. And your date of birth? June 8th, 1993. And a good telephone number have is 803-351-5212. Yes, sir. And the email I have is designedandmediabyliz@gmail? It's miss... Uh, yes, sir. Sorry about that. Okay. Okay, so looking at the file, it looks like you became active in the coverage as of today, the 16th, so you should be receiving physical ID cards early next week. However, if you did call back Thursday or Friday of this week, we can actually email the ID cards to you then, because it does take the insurance carrier at least 72 hours to generate policy information. Okay. So there's no policy number, um, um, if I'm understanding you correctly, just reiterating to myself, there's no policy number to this date, but I can call Thursday or Friday in order to get that information, correct? Correct. Okay. Perfect. That's exactly what I needed to know. Awesome. Is there anything else I could help you out with today, Diana? No, sir. That was all I needed. Thank you so much. You're welcome. You have a great day, okay? Thank you. Bye-bye. All right, bye-bye.

### Conversation Format

Speaker speaker\_0: Your call may be monitored for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits Center Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, Justin. You said Justin, right?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Sorry, I couldn't hear you too well. Um, my name is Diana Sanchez. I'm just calling 'cause I called you guys, I think Wednesday, and I was told my benefits wouldn't be ready quite yet, so I could save information for it. I was told to call back Monday, so I am doing exactly that. So what do you need from me?

Speaker speaker\_1: Um, yeah, let me check on that. Uh, so TRC staffing, what's the last four of your social?

Speaker speaker\_2: 7703.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and zip code, Diana?

Speaker speaker\_2: 570 Water Willow Way. That's Blythewood, South Carolina, 29016.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: June 8th, 1993.

Speaker speaker\_1: And a good telephone number have is 803-351-5212.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email I have is designedandmediabyliz@gmail?

Speaker speaker\_2: It's miss... Uh, yes, sir. Sorry about that.

Speaker speaker\_1: Okay. Okay, so looking at the file, it looks like you became active in the coverage as of today, the 16th, so you should be receiving physical ID cards early next week. However, if you did call back Thursday or Friday of this week, we can actually email the ID cards to you then, because it does take the insurance carrier at least 72 hours to generate policy information.

Speaker speaker\_2: Okay. So there's no policy number, um, um, if I'm understanding you correctly, just reiterating to myself, there's no policy number to this date, but I can call Thursday or Friday in order to get that information, correct?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay. Perfect. That's exactly what I needed to know.

Speaker speaker\_1: Awesome. Is there anything else I could help you out with today, Diana?

Speaker speaker\_2: No, sir. That was all I needed. Thank you so much.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: Thank you. Bye-bye.

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