

## **Transcript: Justin**

**Mills-6010025095938048-5208611880910848**

### **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? Yes, sir. Uh, few weeks ago, about, about, about a month ago, I guess, I, I went to work for HG Staffing in Morrison, and I've already got a thing through the mail about this insurance, and now today, I get a card. But I never signed up for no insurance. Okay. What was that staffing agency you worked for? HG Staffing? HG. And the last four of your social security number? HREmployee 0438. And what was your first and last name? Timothy Crane. C-R-A-I-N. Okay. Okay. And for security purposes, can you verify the home address, including city, state and zip code, Mr. Crane? It is 932 Old Smithville Road, McMinnville, Tennessee 37110. And confirm your date of birth? July 18th, 1970. Okay. And a good telephone number has 743-5351. Oh, no phone. Uh, 314-2685. I just didn't one there. And just to confirm, 314-2685? Uh-huh. Yes, sir. Okay, so let's see here. So looking at the file, looks like you submitted a document dated April 15th of 2024 where you elected benefits for employee only. Okay. And so that's probably why you received the ID card. However, we received another form dated November 12th where you chose not to participate, so it may have been a cancellation. Oh, okay. All right. Um, but the coverage was canceled. Okay. Um, so you can go ahead and disregard that card. Okay. Okay, I will then. I appreciate it. You're welcome. Is there anything else I could help you out with today? Uh, no. Not without you. Awesome. Well, you have a wonderful weekend, okay, Timothy? All right. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Yes, sir. Uh, few weeks ago, about, about, about a month ago, I guess, I, I went to work for HG Staffing in Morrison, and I've already got a thing through the mail about this insurance, and now today, I get a card. But I never signed up for no insurance.

Speaker speaker\_1: Okay. What was that staffing agency you worked for?

Speaker speaker\_2: HG Staffing?

Speaker speaker\_1: HG. And the last four of your social security number?

Speaker speaker\_2: HREmployee 0438.

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

Speaker speaker\_2: Timothy Crane. C-R-A-I-N.

Speaker speaker\_0: Okay.

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

Speaker speaker\_2: It is 932 Old Smithville Road, McMinnville, Tennessee 37110.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: July 18th, 1970.

Speaker speaker\_1: Okay. And a good telephone number has 743-5351.

Speaker speaker\_2: Oh, no phone. Uh, 314-2685. I just didn't

Speaker speaker\_3: one there.

Speaker speaker\_1: And just to confirm, 314-2685?

Speaker speaker\_2: Uh-huh. Yes, sir.

Speaker speaker\_1: Okay, so let's see here. So looking at the file, looks like you submitted a document dated April 15th of 2024 where you elected benefits for employee only.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And so that's probably why you received the ID card. However, we received another form dated November 12th where you chose not to participate, so it may have been a cancellation.

Speaker speaker\_2: Oh, okay. All right.

Speaker speaker\_1: Um, but the coverage was canceled.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, so you can go ahead and disregard that card.

Speaker speaker\_2: Okay. Okay, I will then. I appreciate it.

Speaker speaker\_1: You're welcome. Is there anything else I could help you out with today?

Speaker speaker\_2: Uh, no. Not without you.

Speaker speaker\_1: Awesome. Well, you have a wonderful weekend, okay, Timothy?

Speaker speaker\_2: All right. You too.

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