

## Transcript: Justin

**Mills-6027657678602240-6384761325142016**

### Full Transcript

Thank you for calling American Benefits and ID Cards. This is Justin. How can I help you today? Um, hi. It's, my name is Cheryl Griffin and I'm calling in regards to my insurance, um, because apparently you guys took over. I worked with GHG Home Healthcare and my- GHG Home Healthcare? Yes, and y'all took over and no one ever sent me cards or anything. GHG. Okay, so nor Staffing. What's the last four of your Social? Uh, 1188. Mm. You said Cheryl Griffin? Yes. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Cheryl? Yes. 2828 Rudy Road, Harrisburg, PA 17104. And confirm your date of birth. 09/25/1964. And a good telephone number. I have a 717-421-3095. No, it's changed. It's 717-644-0855. And just to confirm, 717-644-0855? Yes. And the email I have is griffincheryl0633@gmail? Yes. No. Yeah. It's griffincheryl22@gmail.com. 22 at gmail. Okay. Um, let's see here. So what I can do, I can go ahead and search up the ID cards and email them to you, um, just so you have 'em and then put in a request for new physical ID cards to be made out to you, um- Yes, because I should... I, I had to pay for my medication because of my insurance. They said I didn't have no insurance. I totally understand. Um, yes. So I do know that nor Staffing did switch over to us as the new benefit administrators, um, here recently. Um, so let me search up those ID cards and I'll email them to you just so you have 'em. Okay? Okay. And will you- Okay. ... send them in the mail too? Correct. I'll put in that request as well. Okay. Okay. All right. Thank you. You're welcome. I'll be right back for you. Okay? Uh-huh. Bye-bye. Hello, Cheryl. You still there? Yes. Should we send anything? The email- Yes. The ID to the email we had on file? Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsidcard.com. Um, secondly- Okay. ... I also, um, emailed the insurance carriers as well, put a physical... put in a request for new physical ID cards to be made out to you, so you should receive those within seven to 10 business days. Okay? Okay. Thank you very much and I appreciate it. You're welcome. Is there anything else I can assist you with today? N- n- no, sir. That's everything. Awesome. Well, you have a wonderful day. Okay, Cheryl? Okay. You too, sir. Thank you. Bye-bye. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling American Benefits and ID Cards. This is Justin. How can I help you today?

Speaker speaker\_1: Um, hi. It's, my name is Cheryl Griffin and I'm calling in regards to my insurance, um, because apparently you guys took over. I worked with GHG Home Healthcare and my-

Speaker speaker\_0: GHG Home Healthcare?

Speaker speaker\_1: Yes, and y'all took over and no one ever sent me cards or anything.

Speaker speaker\_0: GHG. Okay, so nor Staffing. What's the last four of your Social?

Speaker speaker\_1: Uh, 1188.

Speaker speaker\_0: Mm. You said Cheryl Griffin?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Cheryl?

Speaker speaker\_1: Yes. 2828 Rudy Road, Harrisburg, PA 17104.

Speaker speaker\_0: And confirm your date of birth.

Speaker speaker\_1: 09/25/1964.

Speaker speaker\_0: And a good telephone number. I have a 717-421-3095.

Speaker speaker\_1: No, it's changed. It's 717-644-0855.

Speaker speaker\_0: And just to confirm, 717-644-0855?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is griffincheryl0633@gmail?

Speaker speaker\_1: Yes. No.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: It's griffincheryl22@gmail.com.

Speaker speaker\_0: 22 at gmail. Okay. Um, let's see here. So what I can do, I can go ahead and search up the ID cards and email them to you, um, just so you have 'em and then put in a request for new physical ID cards to be made out to you, um-

Speaker speaker\_1: Yes, because I should... I, I had to pay for my medication because of my insurance. They said I didn't have no insurance.

Speaker speaker\_0: I totally understand. Um, yes. So I do know that nor Staffing did switch over to us as the new benefit administrators, um, here recently. Um, so let me search up those ID cards and I'll email them to you just so you have 'em. Okay?

Speaker speaker\_1: Okay. And will you-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... send them in the mail too?

Speaker speaker\_0: Correct. I'll put in that request as well.

Speaker speaker\_1: Okay. Okay. All right. Thank you.

Speaker speaker\_0: You're welcome. I'll be right back for you. Okay?

Speaker speaker\_1: Uh-huh. Bye-bye.

Speaker speaker\_0: Hello, Cheryl. You still there?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Should we send anything? The email-

Speaker speaker\_1: Yes.

Speaker speaker\_0: The ID to the email we had on file? Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsidcard.com. Um, secondly-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... I also, um, emailed the insurance carriers as well, put a physical... put in a request for new physical ID cards to be made out to you, so you should receive those within seven to 10 business days. Okay?

Speaker speaker\_1: Okay. Thank you very much and I appreciate it.

Speaker speaker\_0: You're welcome. Is there anything else I can assist you with today?

Speaker speaker\_1: N- n- no, sir. That's everything.

Speaker speaker\_0: Awesome. Well, you have a wonderful day. Okay, Cheryl?

Speaker speaker\_1: Okay. You too, sir.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: Bye-bye.