

Transcript: Justin

Mills-6068357168152576-5374090485481472

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? Hi, Justin. My name's Shane Sexton. Uh, I work through Surge for, uh, Ohio Polytech. I had a question about insurance. The one I'm carrying, the Benefits and a Card through Surge, I need to have. The other one I got... I got... It says I have two different insurance. The o- the other one sent to me is APL, American Public Life. I'm not for sure why I have two different insurance going on here. And that one is through Surge. Yeah, let me check on that. Okay. That says it's through Surge Staffing too. Okay, so Surge Staffing, what's the last four of your Social? 7148. And for security purposes, can you verify your home address, including city, state and ZIP code, Shane? Uh, 1779 West Stone Street, Bucyrus, Ohio 44820, Apartment 243. And your date of birth? 2/14/'79. And a good telephone number have a 740-361-1915? Yes, sir. And the email I have is goldoneprepper2@gmail? Yes, sir. Okay. Um, so looking at the file, it looks like you're court-ordered to have medical coverage for employee plus children. So, that includes hospitals, doctors and medication coverage, which is through APL, and then your MEC TeleRx, which covers preventative healthcare services. That's through 90 Degree Benefits. So, yes, sir, you have two medical plans because that's what the court- Okay. ... the court order, uh... Oh. Right. Okay. I w- I was just making sure 'cause they had me confused there, so... All right. I understand what you're saying now, though. I just wanted to check and make sure. Totally understand. All right. Is there anything e- else we helped with today? No, that'd be it. Awesome. Well, you have a wonderful day, okay? Hey, thank you, Justin. You as well. Bye-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: Hi, Justin. My name's Shane Sexton. Uh, I work through Surge for, uh, Ohio Polytech. I had a question about insurance. The one I'm carrying, the Benefits and a Card through Surge, I need to have. The other one I got... I got... It says I have two different insurance. The o- the other one sent to me is APL, American Public Life. I'm not for sure why I have two different insurance going on here. And that one is through Surge.

Speaker speaker_1: Yeah, let me check on that.

Speaker speaker_2: Okay. That says it's through Surge Staffing too.

Speaker speaker_1: Okay, so Surge Staffing, what's the last four of your Social?

Speaker speaker_2: 7148.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and ZIP code, Shane?

Speaker speaker_2: Uh, 1779 West Stone Street, Bucyrus, Ohio 44820, Apartment 243.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 2/14/'79.

Speaker speaker_1: And a good telephone number have a 740-361-1915?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email I have is goldoneprepper2@gmail?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Um, so looking at the file, it looks like you're court-ordered to have medical coverage for employee plus children. So, that includes hospitals, doctors and medication coverage, which is through APL, and then your MEC TeleRx, which covers preventative healthcare services. That's through 90 Degree Benefits. So, yes, sir, you have two medical plans because that's what the court-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the court order, uh...

Speaker speaker_2: Oh. Right. Okay. I w- I was just making sure 'cause they had me confused there, so... All right. I understand what you're saying now, though. I just wanted to check and make sure.

Speaker speaker_1: Totally understand.

Speaker speaker_2: All right.

Speaker speaker_1: Is there anything e- else we helped with today?

Speaker speaker_2: No, that'd be it.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: Hey, thank you, Justin.

Speaker speaker_1: You as well. Bye-bye.

Speaker speaker_2: Bye.