

## **Transcript: Justin**

**Mills-6144244192067584-5528141166231552**

### **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? Hello. I'm just trying to get my insurance information. Okay. Let me check on that. What's the staffing agency you work for? Quail. And the last four of your social? 3899. And what was your first and last name? Rashad Rainey. And for security purposes, can you verify the home address, including city, state and zip code? 3111 West 77th Street, 60652 Chicago, Illinois. And your date of birth? January 27th, 1995. And a good telephone number have a 630-715-8350? Correct. And the email I have is rashad.rainey.1995@gmail. Correct. Okay. So looking at the file, it looks like you're not currently enrolled in anything. However, you're eligible to be enrolled. Uh... You know what? Don't enroll me now. Let me call you back. Okay. Well, is there anything else I could help you out with today? That's it. Okay. Well, you have a wonderful day, okay? All right.

### **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: Hello. I'm just trying to get my insurance information.

Speaker speaker\_1: Okay. Let me check on that. What's the staffing agency you work for?

Speaker speaker\_2: Quail.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 3899.

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

Speaker speaker\_2: Rashad Rainey.

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

Speaker speaker\_2: 3111 West 77th Street, 60652 Chicago, Illinois.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: January 27th, 1995.

Speaker speaker\_1: And a good telephone number have a 630-715-8350?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And the email I have is rashad.rainey.1995@gmail.

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. So looking at the file, it looks like you're not currently enrolled in anything. However, you're eligible to be enrolled.

Speaker speaker\_2: Uh... You know what? Don't enroll me now. Let me call you back.

Speaker speaker\_1: Okay. Well, is there anything else I could help you out with today?

Speaker speaker\_2: That's it.

Speaker speaker\_1: Okay. Well, you have a wonderful day, okay?

Speaker speaker\_2: All right.