

Transcript: Justin

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Full Transcript

Thank you for calling Benefits In a Card. This is Justin. How can I help you today? I just have a quick question. Yes. For my medical insurance, who are we... Because I know it's usually by Blue Cross or Blue Shield that most people take. Who, who are we under? Or is this just an, uh, a different insurance company all together? Um, let me verify that. What's that staffing agency you work for? Oh, I'm sorry. I'm talking like he is. Um, it is OnTrack Staffing. And the last four of your social? 4504. And what was your first and last name? Jasmine Gunn. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Jasmine? 904 L-E-N-O-R-A Court, Nashville, Tennessee 37217. And my birthdate is 06/01/1989. And a good telephone number has 910-610-3914. That's correct. And the email is jasminegunn10 at gmail? Mm-hmm, that's correct. Okay. Okay, so looks, looking at the file here, you're enrolled into the VIP Plus, which is your medical plan, um, so that's through American Public Life. Okay. Um, they're trying to figure out who to put, um... H- h- okay. All right. Thank you. You're welcome. You have a great day, okay? You too. All right, bye-bye. Mm-hmm.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits In a Card. This is Justin. How can I help you today?

Speaker speaker_1: I just have a quick question.

Speaker speaker_0: Yes.

Speaker speaker_1: For my medical insurance, who are we... Because I know it's usually by Blue Cross or Blue Shield that most people take. Who, who are we under? Or is this just an, uh, a different insurance company all together?

Speaker speaker_0: Um, let me verify that. What's that staffing agency you work for?

Speaker speaker_1: Oh, I'm sorry. I'm talking like he is. Um, it is OnTrack Staffing.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 4504.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Jasmine Gunn.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Jasmine?

Speaker speaker_1: 904 L-E-N-O-R-A Court, Nashville, Tennessee 37217. And my birthdate is 06/01/1989.

Speaker speaker_0: And a good telephone number has 910-610-3914.

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email is jasminegunn10 at gmail?

Speaker speaker_1: Mm-hmm, that's correct.

Speaker speaker_0: Okay. Okay, so looks, looking at the file here, you're enrolled into the VIP Plus, which is your medical plan, um, so that's through American Public Life.

Speaker speaker_1: Okay. Um, they're trying to figure out who to put, um... H- h- okay. All right. Thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Mm-hmm.