

## **Transcript: Justin**

**Mills-6602404266033152-6194932397162496**

### **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? Uh, yeah. Look, this is Vernon Jackson calling, and, uh, I, uh, work through Time Staffing at a company here in Wooster, and when I did application for Time Staffing, I think I signed up for the insurance they had, which I guess this is the insurance that they have, the medical insurance. Do you know when that goes into effect? Um, yeah. Let me try pulling your file. So Hamilton Riker, what's the last four of your Social? Uh, 8433. And for security purposes, can you verify your home address, including city, state and zip code, Vernon? 1158 Madison Avenue, Apartment 28, Wooster, Ohio 44691. And your date of birth? Uh, 10/5/1966. And a good telephone number, have a 307-3471. Yeah. That's my phone. And the email I have is vjackson9986@gmail? Yeah. Okay, so looking at the ph- calendar, it looks like you became active in the coverage as of this past Monday, the 13th, so you should be receiving your physical ID cards early next week. However, if you did call back tomorrow or Friday, we can actually email the ID cards to you then, because it does take the insurance carrier at least 72 hours to generate policy numbers. Oh, well, you got 'em sent in the mail. If they're in the mail, I'll just wait till they come then. I just wanted to know if it was active yet. Yes, sir. So you are currently active. Yeah. So when I go... if I visit with something, just show 'em that card that comes when it comes? Yes, sir. All right. Well, uh, I don't know... Well, if I tell you what my doctor's name is, can you tell if she's, uh, in the, um, uh, take the insurance that you guys got? Um, I actually don't have a list on hand. However, I have a telephone number to where if you provide them with your zip code, they can provide that information to you. Well, but what insurance is it? Um, so the insurance- So what insurance do you have? So the insurance carrier is American Public Life. Yeah, I don't know. I could call my doctor's office and ask 'em if they take that. I'm sure they probably do. American Public Life? Yes, sir. All right. Yeah. Well, I'll call them and ask them about that. Hopefully they take that. Sure. Okay. Well, is there anything else I can help you out with today, Vernon? No. That's it. So it was, uh... So it came active this Monday, this past Monday, you mean, right? Yes, sir. The 13th. Yes, sir. All right. All right. Well, that's all I needed to know for today. Awesome. Well, you have a wonderful day, okay? All right. You too. Thank you. 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: Uh, yeah. Look, this is Vernon Jackson calling, and, uh, I, uh, work through Time Staffing at a company here in Wooster, and when I did application for Time Staffing, I think I signed up for the insurance they had, which I guess this is the insurance that they have, the medical insurance. Do you know when that goes into effect?

Speaker speaker\_1: Um, yeah. Let me try pulling your file. So Hamilton Riker, what's the last four of your Social?

Speaker speaker\_2: Uh, 8433.

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

Speaker speaker\_2: 1158 Madison Avenue, Apartment 28, Wooster, Ohio 44691.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: Uh, 10/5/1966.

Speaker speaker\_1: And a good telephone number, have a 307-3471.

Speaker speaker\_2: Yeah. That's my phone.

Speaker speaker\_1: And the email I have is vjackson9986@gmail?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay, so looking at the ph- calendar, it looks like you became active in the coverage as of this past Monday, the 13th, so you should be receiving your physical ID cards early next week. However, if you did call back tomorrow or Friday, we can actually email the ID cards to you then, because it does take the insurance carrier at least 72 hours to generate policy numbers.

Speaker speaker\_2: Oh, well, you got 'em sent in the mail. If they're in the mail, I'll just wait till they come then. I just wanted to know if it was active yet.

Speaker speaker\_1: Yes, sir. So you are currently active.

Speaker speaker\_2: Yeah. So when I go... if I visit with something, just show 'em that card that comes when it comes?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: All right. Well, uh, I don't know... Well, if I tell you what my doctor's name is, can you tell if she's, uh, in the, um, uh, take the insurance that you guys got?

Speaker speaker\_1: Um, I actually don't have a list on hand. However, I have a telephone number to where if you provide them with your zip code, they can provide that information to you.

Speaker speaker\_2: Well, but what insurance is it?

Speaker speaker\_1: Um, so the insurance-

Speaker speaker\_2: So what insurance do you have?

Speaker speaker\_1: So the insurance carrier is American Public Life.

Speaker speaker\_2: Yeah, I don't know. I could call my doctor's office and ask 'em if they take that. I'm sure they probably do. American Public Life?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: All right. Yeah. Well, I'll call them and ask them about that. Hopefully they take that. Sure.

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

Speaker speaker\_2: No. That's it. So it was, uh... So it came active this Monday, this past Monday, you mean, right?

Speaker speaker\_1: Yes, sir. The 13th. Yes, sir.

Speaker speaker\_2: All right. All right. Well, that's all I needed to know for today.

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

Speaker speaker\_2: All right. You too.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Bye.