

## Transcript: Justin

**Mills-6644171268603904-4729554808258560**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. This is Tory with APL. Yeah. I've got a member on the line. His name is James Branham. The last four of his social is 6718. And he has called because he received his benefit cards in the mail, and he wanted to know why he received those cards. And when I explained to him that it was done through his employer, Hamilton-Riker, he said that he does not work for them and he doesn't think he's supposed to have these benefits. So I wanted to go ahead and let you guys talk to him and help him get some understanding. Um, yeah, you can transfer him over. I, I got him pulled up here. Okay. Thank you, Justin. I appreciate it. You h- have a good day. You do the same, okay? Mm-hmm. Bye-bye. Hello, am I speaking with James? Yep. Awesome. This is Justin from Benefits and a Card. Yes, sir. Um, A- APL informed me that you were wondering why you received ID cards in the mail. Is that correct? Yes, sir. Okay. Um, for security purposes, can you verify your date of birth for me? 12/20/90. Okay. So the reason why you received those ID cards is because we received an enrollment form from Hamilton-Riker dated March 3rd of 2025 where you elected benefits for yourself. So that's why you were enrolled in the benefits through Hamilton-Riker. Huh. So you said back in March 3rd? March 3rd of 2025. Yes, sir. At 3:34 PM. Huh. 'Cause when I... when, when I received this in the m- I don't have a job, bud. I'll be straight with you. I don't have a job right now. I haven't been working for quite a while now, for at least six, seven months. So for me to get some kind of, like, insurance card in the mail is a little odd to me, if that makes sense. But the lady at the... on the, on the other line verified that all the security information and I passed all of it, so that, that... I'm just trying to figure out why I did this. Well, did you submit an application- The way I didn't do this. mumbledfor Hamilton-Riker? No, not in Mississippi. I'm in Ohio right now, bud. That's, that's why I'm like... Do you happen to have a phone number for this Hamilton-Riker? Maybe they got something close to me that I don't know about that I maybe applied for and... Um, no, I actually don't have a direct number to them. Um, if you just go on Google, type in Hamilton-Riker in Mansfield, Ohio, and it should pull up their direct telephone number 'cause that's where the Mansfield was. Okay. Okay. That's probably what it was then. Well, I... Well, then I'm sorry that I bothered you. Um- No worries. We're here for, to answer any questions. I'm gonna get off here and I'm, I'm gonna c- I, I understand, but it's still, it's just a little pain in the ass a little bit here and there, but all right, man. You have a good day. Thank you for speaking with me. You do the same, okay, James? Okay, bye-bye. All right, bye-bye.

### Conversation Format

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

Speaker speaker\_1: Hi, Justin. This is Tory with APL.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: I've got a member on the line. His name is James Branham. The last four of his social is 6718. And he has called because he received his benefit cards in the mail, and he wanted to know why he received those cards. And when I explained to him that it was done through his employer, Hamilton-Riker, he said that he does not work for them and he doesn't think he's supposed to have these benefits. So I wanted to go ahead and let you guys talk to him and help him get some understanding.

Speaker speaker\_0: Um, yeah, you can transfer him over. I, I got him pulled up here.

Speaker speaker\_1: Okay. Thank you, Justin. I appreciate it. You h- have a good day.

Speaker speaker\_0: You do the same, okay?

Speaker speaker\_1: Mm-hmm. Bye-bye. Hello, am I speaking with James?

Speaker speaker\_2: Yep.

Speaker speaker\_0: Awesome. This is Justin from Benefits and a Card.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_0: Um, A- APL informed me that you were wondering why you received ID cards in the mail. Is that correct?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_0: Okay. Um, for security purposes, can you verify your date of birth for me?

Speaker speaker\_2: 12/20/'90.

Speaker speaker\_0: Okay. So the reason why you received those ID cards is because we received an enrollment form from Hamilton-Riker dated March 3rd of 2025 where you elected benefits for yourself. So that's why you were enrolled in the benefits through Hamilton-Riker.

Speaker speaker\_2: Huh. So you said back in Ma- March 3rd?

Speaker speaker\_0: March 3rd of 2025. Yes, sir. At 3:34 PM.

Speaker speaker\_2: Huh. 'Cause when I... when, when I received this in the m- I don't have a job, bud. I'll be straight with you. I don't have a job right now. I haven't been working for quite a while now, for at least six, seven months. So for me to get some kind of, like, insurance card in the mail is a little odd to me, if that makes sense. But the lady at the... on the, on the other line verified that all the security information and I passed all of it, so that, that... I'm just trying to figure out why I did this.

Speaker speaker\_0: Well, did you submit an application-

Speaker speaker\_2: The way

Speaker speaker\_3: I didn't do this.

Speaker speaker\_2: mumbledfor Hamilton-Riker? No, not in Mississippi. I'm in Ohio right now, bud. That's, that's why I'm like... Do you happen to have a phone number for this Hamilton-Riker? Maybe they got something close to me that I don't know about that I maybe applied for and...

Speaker speaker\_0: Um, no, I actually don't have a direct number to them. Um, if you just go on Google, type in Hamilton-Riker in Mansfield, Ohio, and it should pull up their direct telephone number 'cause that's where the Mansfield was.

Speaker speaker\_2: Okay. Okay. That's probably what it was then. Well, I... Well, then I'm sorry that I bothered you. Um-

Speaker speaker\_0: No worries. We're here for, to answer any questions.

Speaker speaker\_2: I'm gonna get off here and I'm, I'm gonna c- I, I understand, but it's still, it's just a little pain in the ass a little bit here and there, but all right, man. You have a good day. Thank you for speaking with me.

Speaker speaker\_0: You do the same, okay, James?

Speaker speaker\_2: Okay, bye-bye.

Speaker speaker\_0: All right, bye-bye.