

## **Transcript: Justin**

**Mills-6680101167349760-5566599354695680**

### **Full Transcript**

Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Uh, yes, sir. Uh, my name is Lindsey Jackson. I work for Crown. Looked for y'all to call me here and offer a deal. Now, they told me to give your call concerning my medical. I was wondering, uh, do I qualify for dental? Uh, I- let me check on that. So Crown Services, what's the last four of your Social? 4473 Lindsey, L-E-N-D-S-Y, Jackson. Okay. And for security purposes, could you verify your home address, including city, state and zip code? I say, I want to know For security purposes, could you verify your home address, including city, state and zip code? Uh, that's 110 North Jessup Avenue, Atlanta, Georgia. 110 North Jessup. And confirm your date of birth? 07/22/65. And a good telephone number have us 270-498-6955. 6455. 6455, okay. And do you have a good email? Uh, no, I don't have an email address. No worries. So let's see here. So looking at the file, um, looks like you're enrolled into dental, vision, the VIP Standard which is a medical plan, and the MEC TeleRX which is another medical plan for employee plus child. However, looking at the file, it looks like you're court ordered to have coverage for employee plus child. Um, so you did become active as of this past Monday the 10th. So you should receive physical ID cards early next week. So y'all send a dental card out to this address, what you're saying? Correct. A medical, dental and vision card. Oh, okay. All right. So how long will that take for me to get that? Um, so like I said, you became active this past Monday the 10th. So you should be receiving physical ID cards early next week. Okay. All right, then. Thank you, sir. You've been a help. You're welcome. You have a great day, okay? Uh, thank you. You too. All right. Bye bye. Try not to think about it by tomorrow.

### **Conversation Format**

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

Speaker speaker\_1: Uh, yes, sir. Uh, my name is Lindsey Jackson. I work for Crown. Looked for y'all to call me here and offer a deal. Now, they told me to give your call concerning my medical. I was wondering, uh, do I qualify for dental?

Speaker speaker\_0: Uh, I- let me check on that. So Crown Services, what's the last four of your Social?

Speaker speaker\_1: 4473 Lindsey, L-E-N-D-S-Y, Jackson.

Speaker speaker\_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker\_1: I say, I want to know

Speaker speaker\_0: For security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker\_1: Uh, that's 110 North Jessup Avenue, Atlanta, Georgia. 110 North Jessup.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: 07/22/65.

Speaker speaker\_0: And a good telephone number have us 270-498-6955.

Speaker speaker\_1: 6455.

Speaker speaker\_0: 6455, okay. And do you have a good email?

Speaker speaker\_1: Uh, no, I don't have an email address.

Speaker speaker\_0: No worries. So let's see here. So looking at the file, um, looks like you're enrolled into dental, vision, the VIP Standard which is a medical plan, and the MEC TeleRX which is another medical plan for employee plus child. However, looking at the file, it looks like you're court ordered to have coverage for employee plus child. Um, so you did become active as of this past Monday the 10th. So you should receive physical ID cards early next week.

Speaker speaker\_1: So y'all send a dental card out to this address, what you're saying?

Speaker speaker\_0: Correct. A medical, dental and vision card.

Speaker speaker\_1: Oh, okay. All right. So how long will that take for me to get that?

Speaker speaker\_0: Um, so like I said, you became active this past Monday the 10th. So you should be receiving physical ID cards early next week.

Speaker speaker\_1: Okay. All right, then. Thank you, sir. You've been a help.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: Uh, thank you. You too.

Speaker speaker\_0: All right. Bye bye.

Speaker speaker\_1: Try not to think about it by tomorrow.