

## **Transcript: Priscilla**

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### **Full Transcript**

Good morning. Thank you for calling Benefits from APART. My name is Priscilla. Who do I have the pleasure of speaking to? Yeah, this is Troy Cooper. Okay. Um, if you're going to have the name of your staffing agency and your last four digits of your Social Security so I can locate your file, please? Uh, last four is 2561. Okay. What company are you... Staffing company you're working for? Uh, SSP. Bear with me one second. Okay, sorry about that. I had to get my system going. Okay. And thank you for verif- verifying that for me for security purposes, um, to ensure you're on my correct file. Can you please verify your full address and date of birth? Um, date of birth is July 26th, 1985. Address is, uh, 752 Simone Court in City, Florida, 33844. Okay, Mr. Cooper. Thank you for verifying that for me. Uh, we have a phone number here on file. It's 850-570-4623. That's correct. Okay. All right, and then we have an email file is cooper3ts@yahoo.com? Yes, that's correct. All right, thank you for verifying that information for me. How can I assist you today? Uh, yes, I was calling, um, 'cause they... Our insurance just, I guess, recently switched over to Benefits in the Car. Now, um, will I have the... Will I have new insurance card? Yes. Yes, sir. And so are those- I will... Yes, I can send you those through email for you, and, um, they will be sent. You can see those. Um, usually they'll come through in your junk mail, but I can send them out for you so you can have them virtually. Okay, yeah. If you can do that, send it to the email. All right. That's all right. And it's on the email file. It's on cooper3ts@yahoo? That's a- That's... Yeah, that's it. Okay. Um, oh, Benefits, are already ready, available? Yes, sir. They are, mm-hmm. Okay. Yeah, so I was just getting a new card. Mm-hmm. Okay. If you bear with me just a few minutes, uh, like a minute or two, I'm gonna go ahead and send that out for you. Okay. All right. Okay. Hi, Mr. Cooper. You still there? Mm-hmm. Yes, we are. Sorry I took a few minutes. Um, we sent out those, um, ID cards. I sent out the dental and your medical ID cards. If you don't mind checking your email, if it's not in your email, um, it... Uh, the second option should be shown on your junk folder. And then, I have your preventative and your vision. It's still in process, so we will keep an eye on that until we receive that so we can send it out for you as well. But for the meantime, I sent out your dental and your medical ID cards for you. Okay. Yeah. I got those. Okay. All right, Mr. Cooper. Is there anything else, uh, I can help you with today? Uh, no. How long you... Well, how long you think it'll be for the dental come through? I mean, the vision. I'm sorry. It should take... Yes, we should... We're gonna be checking on it, but hopefully, we'll... You'll... We'll receive that for you this week. Oh, okay. Well, y'all, just go ahead and email me one, too? Yes. Can you do that? We will... Yes. We will give you a call, Mr. Cooper, in regards to that, and we will send it out for you. Mm-hmm. Okay. All right. All right, thank you. All right, Mr. Cooper. Thank you for calling Veterans On Call. Have a wonderful day. All right. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Good morning. Thank you for calling Benefits from APART. My name is Priscilla. Who do I have the pleasure of speaking to?

Speaker speaker\_1: Yeah, this is Troy Cooper.

Speaker speaker\_0: Okay. Um, if you're going to have the name of your staffing agency and your last four digits of your Social Security so I can locate your file, please?

Speaker speaker\_1: Uh, last four is 2561.

Speaker speaker\_0: Okay. What company are you... Staffing company you're working for?

Speaker speaker\_1: Uh, SSP.

Speaker speaker\_0: Bear with me one second. Okay, sorry about that. I had to get my system going. Okay. And thank you for verif- verifying that for me for security purposes, um, to ensure you're on my correct file. Can you please verify your full address and date of birth?

Speaker speaker\_1: Um, date of birth is July 26th, 1985. Address is, uh, 752 Simone Court in City, Florida, 33844.

Speaker speaker\_0: Okay, Mr. Cooper. Thank you for verifying that for me. Uh, we have a phone number here on file. It's 850-570-4623.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Okay. All right, and then we have an email file is cooper3ts@yahoo.com?

Speaker speaker\_1: Yes, that's correct.

Speaker speaker\_0: All right, thank you for verifying that information for me. How can I assist you today?

Speaker speaker\_1: Uh, yes, I was calling, um, 'cause they... Our insurance just, I guess, recently switched over to Benefits in the Car. Now, um, will I have the... Will I have new insurance card?

Speaker speaker\_0: Yes. Yes, sir.

Speaker speaker\_1: And so are those-

Speaker speaker\_0: I will... Yes, I can send you those through email for you, and, um, they will be sent. You can see those. Um, usually they'll come through in your junk mail, but I can send them out for you so you can have them virtually.

Speaker speaker\_1: Okay, yeah. If you can do that, send it to the email.

Speaker speaker\_0: All right.

Speaker speaker\_1: That's all right.

Speaker speaker\_0: And it's on the email file. It's on cooper3ts@yahoo? That's a-

Speaker speaker\_1: That's... Yeah, that's it.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Um, oh, Benefits, are already ready, available?

Speaker speaker\_0: Yes, sir. They are, mm-hmm.

Speaker speaker\_1: Okay. Yeah, so I was just getting a new card.

Speaker speaker\_0: Mm-hmm. Okay. If you bear with me just a few minutes, uh, like a minute or two, I'm gonna go ahead and send that out for you.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_0: Okay. Hi, Mr. Cooper. You still there?

Speaker speaker\_2: Mm-hmm. Yes, we are.

Speaker speaker\_0: Sorry I took a few minutes. Um, we sent out those, um, ID cards. I sent out the dental and your medical ID cards. If you don't mind checking your email, if it's not in your email, um, it... Uh, the second option should be shown on your junk folder. And then, I have your preventative and your vision. It's still in process, so we will keep an eye on that until we receive that so we can send it out for you as well. But for the meantime, I sent out your dental and your medical ID cards for you.

Speaker speaker\_2: Okay. Yeah. I got those.

Speaker speaker\_0: Okay. All right, Mr. Cooper. Is there anything else, uh, I can help you with today?

Speaker speaker\_2: Uh, no. How long you... Well, how long you think it'll be for the dental come through? I mean, the vision. I'm sorry.

Speaker speaker\_0: It should take... Yes, we should... We're gonna be checking on it, but hopefully, we'll... You'll... We'll receive that for you this week.

Speaker speaker\_2: Oh, okay. Well, y'all, just go ahead and email me one, too?

Speaker speaker\_0: Yes.

Speaker speaker\_2: Can you do that?

Speaker speaker\_0: We will... Yes. We will give you a call, Mr. Cooper, in regards to that, and we will send it out for you. Mm-hmm.

Speaker speaker\_2: Okay. All right. All right, thank you.

Speaker speaker\_0: All right, Mr. Cooper. Thank you for calling Veterans On Call. Have a wonderful day.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_0: Bye-bye.