

Transcript: Priscilla

Torres-6524361525084160-4746448840605696

Full Transcript

Good afternoon. Thank you for calling Benefits in the Car. My name is Priscilla. Who do I have the pleasure of speaking to? Oh, it's Stanley Perry. Okay. That's, uh- I want to- Okay. Go ahead. I'm sorry. I am sorry. What is the staffing agency you work for? Serge. All right. And what's the last four digits of your Social Security number? 2367. What's your last name? Perry. P-E-R-R-Y? Yes, ma'am. Yes, ma'am. Bear with me one second. You said the last four's 2367? Yes. And you said for Serge, right? Yes. All right then. I did not... What is your first name? My first name is Stanley. There we go. Sorry about that. It took a minute. Can you ph- confirm your address that you have on file with us, please, and your date of birth? Uh, my date of birth was March 10th. My address is Nottingham Road, Lexington, Kentucky 40517. The number on the road? 5- 537- 557. Okay. You said your birthdate was? March 10th, 1960. Okay. I have a phone number on file. It's 859-556-7427. Yes, that's it. Okay. And then I have an email at Stam- Stanla- stanlache111- Stanlache111- stanlache111@gmail.com? Yes. Okay. How can I assist you, sir? Okay. I, I, I, I was on one job and I had, I lost that job and I'm on a new job. Do I have insurance with 2-0 my health insurance? Bear with me. You are... I am seeing you are active. I am? Okay. Yes, sir. You are. Let's go up here. I see it. Oh, no. Wait a minute. Wait a minute. Huh? Bear with me one second. Just bear with me one second. Let me confirm that. Okay. Just one second. Okay. Okay. No. You are not active. Well, can you activate- I apologize. My... Can you activate it? I just started a new job. Okay. Bear with me one second. If you don't mind me putting you in a brief hold. Okay. All right. Mr., Mr. Perry, are you still here? Yes. Okay. So, here, um, I have to send a eligibility review request. Um, once you're eligible and we receive that, uh, answer back, we will give you a call back on the number o- that you have on file. So what I got to do? What I got to do? What I have to do? I have t- I have to send out a eligibility request. Once I get, uh, uh- Okay. Once I hear back from that, we will give you a call back to see if you're eligible or not. Okay. Thank you. All right. Anything else I can help you with, sir? No. That'll be all. Thank you.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in the Car. My name is Priscilla. Who do I have the pleasure of speaking to?

Speaker speaker_1: Oh, it's Stanley Perry.

Speaker speaker_0: Okay. That's, uh-

Speaker speaker_1: I want to- Okay. Go ahead. I'm sorry.

Speaker speaker_0: I am sorry. What is the staffing agency you work for?

Speaker speaker_1: Serge.

Speaker speaker_0: All right. And what's the last four digits of your Social Security number?

Speaker speaker_1: 2367.

Speaker speaker_0: What's your last name?

Speaker speaker_1: Perry.

Speaker speaker_0: P-E-R-R-Y?

Speaker speaker_1: Yes, ma'am. Yes, ma'am.

Speaker speaker_0: Bear with me one second. You said the last four's 2367?

Speaker speaker_1: Yes.

Speaker speaker_0: And you said for Serge, right?

Speaker speaker_1: Yes.

Speaker speaker_0: All right then. I did not... What is your first name?

Speaker speaker_1: My first name is Stanley.

Speaker speaker_0: There we go. Sorry about that. It took a minute. Can you ph- confirm your address that you have on file with us, please, and your date of birth?

Speaker speaker_1: Uh, my date of birth was March 10th. My address is Nottingham Road, Lexington, Kentucky 40517.

Speaker speaker_0: The number on the road?

Speaker speaker_1: 5- 537- 557.

Speaker speaker_0: Okay. You said your birthdate was?

Speaker speaker_1: March 10th, 1960.

Speaker speaker_0: Okay. I have a phone number on file. It's 859-556-7427.

Speaker speaker_1: Yes, that's it.

Speaker speaker_0: Okay. And then I have an email at Stam- Stanla- stanlachey111-

Speaker speaker_1: Stanlachey.

Speaker speaker_0: ... stanlachey111@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. How can I assist you, sir?

Speaker speaker_1: Okay. I, I, I, I was on one job and I had, I lost that job and I'm on a new job. Do I have insurance with 2-0 my health insurance?

Speaker speaker_0: Bear with me. You are... I am seeing you are active.

Speaker speaker_1: I am? Okay.

Speaker speaker_0: Yes, sir. You are. Let's go up here. I see it. Oh, no. Wait a minute. Wait a minute.

Speaker speaker_1: Huh?

Speaker speaker_0: Bear with me one second. Just bear with me one second. Let me confirm that.

Speaker speaker_1: Okay.

Speaker speaker_0: Just one second.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. No. You are not active.

Speaker speaker_1: Well, can you activate-

Speaker speaker_0: I apologize.

Speaker speaker_1: My... Can you activate it? I just started a new job.

Speaker speaker_0: Okay. Bear with me one second. If you don't mind me putting you in a brief hold.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Mr., Mr. Perry, are you still here?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, here, um, I have to send a eligibility review request. Um, once you're eligible and we receive that, uh, answer back, we will give you a call back on the number o- that you have on file.

Speaker speaker_1: So what I got to do? What I got to do? What I have to do?

Speaker speaker_0: I have to- I have to send out a eligibility request. Once I get, uh, uh-

Speaker speaker_1: Okay.

Speaker speaker_0: Once I hear back from that, we will give you a call back to see if you're eligible or not.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: All right. Anything else I can help you with, sir?

Speaker speaker_1: No. That'll be all. Thank you.