

## **Transcript: Sara**

**Marulanda-6173079804788736-5353642994384896**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Card, my name is Sarah. May I have your name, please? Desiree Collins. Hello, ma'am. How may I help you? Um, I had signed up for insurance through work and I need, um, my, um, insurance card sent to me. Sure. May I have the name of the agency that you are working with and the last four of your Social? Okay. Um, so I am working, um, for FOCUS. Okay. And- Focus Workforce Management? Yep. Yep. And the last four of your Social, ma'am? 7075. Thank you very much. And Ms. Collins, just for security purposes, can you please verify your address and date of birth? Uh, okay. So Desiree Collins, uh, 121, uh, South Bell, PO Box 268, Radnor, Ohio 43406. And what was the rest of it? Okay. Um, I have a... I don't have a PO box here. I have a physical address. Uh, 121 is what you have. Yes. Okay. It's a PO box or I won't get it. Okay. Hold on. So, uh, maybe it's un- incomplete. We got 121 South Bell Street? Yeah. B-E-L-L Street and then my PO Box is 268. 268. You know what? They put it here as an apartment number. Okay. Let me fix that. 121 South Bell Street, PO Box 268, Radnor, Ohio 43406? Yes. Okay. Thank you very much. And your date of birth, I'm sorry? Uh, 7-17-79. And is your email desireecollins442@gmail.com? Yeah. And is your phone number 419-860-3777? Correct. Thank you very much. Okay. Let me check for your ID cards and may I put you on hold for a minute while I download the information? Yeah. Okay. I'll be right back with you, ma'am. So, Ms. Collins? Yeah. Thank you for waiting, ma'am. I just send you the ID cards from one email, and I send you a different email for your free RX registration. For the what? For your free RX registration for the prescription coverage. Oh, okay. Okay. Um, I was gonna say, uh, yep, I got two emails. It says, "ID card," and then, "Free RX registration." Yes. The ID cards is you open that email, there will be, um, two PDF files there. One is your dental and the other one is your medical. Okay. Yep, I got two of them here. All righty. Perfect. Um, other than that, Ms. Collins, is there anything else that I can help you with? Uh, nope. Um, uh, really quick, it says registration info. Like, what do I do for the, um- For the free RX just- ... for the- For the free RX? Yeah. Okay. Just follow the instructions on that email. They, um... Okay, let me go back there. Give me just a minute, please. Okay. Uh, t- there's some steps there to follow, like, uh, to register for, uh, your prescriptions, your coverage, uh- Okay. ... the coverage for your prescription, either, uh, acute or chronic, uh, for 50% off on your over-the-counter medication. Okay. All right. Awesome. Thank you. Mm-hmm. You're more than welcome. Anything else that I can help you with? Nope, that's it. All righty, ma'am. So thank you for calling Benefits in a Car. Wish you two have a wonderful day, ma'am. You too. Thank you. You're welcome. Bye-bye. Bye.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

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