

## Transcript: Sara

**Marulanda-6470969977389056-6453137273176064**

### Full Transcript

Thank you for calling Beni- thank you for calling Benefits in the Car. My name is Sarah. May I have your name, please? My first name is Steven. S-T-E-V-E-N. And is there- Mm-hmm. Mm-hmm. Okay. My last name is John Lewis. Uh-huh. John Lewis. I think- John dash Lewis. How may I help you? Um, I was calling, I got this, um... I'm, I'm with Noor, Noor, uh, temp agency, and I see that this is, like, the updated, um, site for my insurance, and I just didn't know, um, how I can act-... I don't know if this is where the eye doctor, the eye, uh, insurance is at as well. I was just trying to see where's that information, or if maybe I have the wrong, uh, place for that. Okay, let me check that for you first. Uh, may I have please the last four digits of your Social Security number? It's 1545. Sir, this is Steven. Uh, just for security purposes, sir, can you please verify your address and date of birth? My address is, um, 1364, I think you have it as 1364 North Avenue- Yes, that's right. ... in Elizabeth, New Jersey. Um, and what did you say the second thing was? Your date of birth. Oh, 12/18/1982. Thank you very much. And is your email isjohnlewis@gmail.com? Yes, at gmail. Yes, ma'am. Okay. Um, Mr. John Lewis, we don't have any phone number here for you. Would you like to provide us with a phone number? Yes. It's 551-340-9833. Good, thank you very much. Okay. Um, let me... Well, yes, as you're en-... Gonna be a p classic which is medical, dental and term life. Uh, do you need your ID card? Medical, dental, but there's not the, um, the vision? Yes, you have dental, vision, medical and, uh, term life. Oh, okay, perfect. Okay. Yes, exactly. Wonderful. Yes, ma'am. Okay. So let me put you on hold just for a minute while I download that information, okay? Okay. Thank you. I'll be right back with you. Okay, mama. Thank you. Hey there. How you doing, man? You okay? Hello, Mr. Lewis? Yes, ma'am. I already sent you the ID card to your email. Okay. Could you check there on the phone? Yes, I can check. Good, thank you. I have it right here, thank you so much. Okay. You're more than welcome. Just for your information, um, your payroll information is kind of late. Um, the main office is already aware of that and they're working with your company to fix that issue. Oh. But I just up to this moment, until now, right now, uh, your coverage is not active. So we're just waiting for them to fix that. Oh, okay. Okay. 'Cause you know what it was? I went permanent I- this, I'm going permanent, so maybe they, they disconnected it. Uh... No, I don't think so. It's, it's, it's for all the employees. Oh, okay.

### Conversation Format

Speaker None: Thank you for calling Beni- thank you for calling Benefits in the Car. My name is Sarah. May I have your name, please? My first name is Steven. S-T-E-V-E-N. And is there- Mm-hmm. Mm-hmm. Okay. My last name is John Lewis. Uh-huh. John Lewis. I think- John

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