

## **Transcript: VICTORIA**

**Taylor-4679317889531904-4890456611143680**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Victoria. How can I help you? Hey, Victoria. This is, uh, Troy Barber. I was just checking, I need to get, um, I guess, my information for freerx.com. They said that they need my Benefits and a Card information. Okay. Um, let's see. Let me pull up your file. What's the, um, name of the agency- Yep. ... you work for? Uh, American Staff, American Staff Corp. Okay, and the last four of your Social? 5586. Okay, and first name is Troy, last name is Barber? Yeah, that's it. All righty. Do you mind verifying your address and date of birth? It's still the same, 11571 6071 South Overlook Trail from Springfield, 65810. And your date of birth? Uh, I gave that to you first, 1-15-71. I'm sorry about that. That's okay. Phone number is 916-709-3245. Two, two, four, five. Yep, that's it. Email is russ, russandtroy@yahoo.com? Correct. Okay. I don't see that you currently have coverage with us. It looks like, um, it rolled over to COBRA. The last day you had active coverage was on December 1st of '24. So December 1st, '24? Okay, so is that a program that you have to... Because I didn't ever, like... I haven't worked for them in about a month, so- Mm-hmm. ... that's why I was wondering, is if, you know what I mean, have to be on the books, and then I guess I gotta be paying the monthly or weekly premium or whatever it is in order to keep it active. Is there any... Because I think Free RX has their own type of service, but I don't know why they would need that information. So, I mean, I guess I'll give them a call and find out, but... So you don't show any coverage from December 1st, then? Yeah, you don't have any active coverage with American Staff Corp. The last date you had active coverage one was, was on the 1st of December. Okay. That's what I needed to know. Thank you. You're welcome. Have a wonderful day. Okay. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hey, Victoria. This is, uh, Troy Barber. I was just checking, I need to get, um, I guess, my information for freerx.com. They said that they need my Benefits and a Card information.

Speaker speaker\_0: Okay. Um, let's see. Let me pull up your file. What's the, um, name of the agency-

Speaker speaker\_1: Yep.

Speaker speaker\_0: ... you work for?

Speaker speaker\_1: Uh, American Staff, American Staff Corp.

Speaker speaker\_0: Okay, and the last four of your Social?

Speaker speaker\_1: 5586.

Speaker speaker\_0: Okay, and first name is Troy, last name is Barber?

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

Speaker speaker\_0: All righty. Do you mind verifying your address and date of birth?

Speaker speaker\_1: It's still the same, 11571 6071 South Overlook Trail from Springfield, 65810.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: Uh, I gave that to you first, 1-15-71.

Speaker speaker\_0: I'm sorry about that.

Speaker speaker\_1: That's okay.

Speaker speaker\_0: Phone number is 916-709-3245.

Speaker speaker\_1: Two, two, four, five. Yep, that's it.

Speaker speaker\_0: Email is russ, russandtroy@yahoo.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. I don't see that you currently have coverage with us. It looks like, um, it rolled over to COBRA. The last day you had active coverage was on December 1st of '24.

Speaker speaker\_1: So December 1st, '24? Okay, so is that a program that you have to... Because I didn't ever, like... I haven't worked for them in about a month, so-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... that's why I was wondering, is if, you know what I mean, have to be on the books, and then I guess I gotta be paying the monthly or weekly premium or whatever it is in order to keep it active. Is there any... Because I think Free RX has their own type of service, but I don't know why they would need that information. So, I mean, I guess I'll give them a call and find out, but... So you don't show any coverage from December 1st, then?

Speaker speaker\_0: Yeah, you don't have any active coverage with American Staff Corp. The last date you had active coverage one was, was on the 1st of December.

Speaker speaker\_1: Okay. That's what I needed to know. Thank you.

Speaker speaker\_0: You're welcome. Have a wonderful day.

Speaker speaker\_1: Okay. You too.