

## **Transcript: VICTORIA**

**Taylor-6481810775130112-5258985108193280**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, hi. This is me, uh, Roshan Monger. And I got a question. Like, I enrolled, uh, health insurance but I have not received, uh, any information like, uh, health insurance card or something like that, id- identification number or something like that. So just wanna know. Okay. What's the name of the agency you work for? Uh, it's Crown Staffing and, uh, God's Pantry Food Bank. You said Crown Staffing? Yes, ma'am. The last four of your Social? Uh, 1780. And your first and last name. Uh, Roshan Monger. Okay. Do you mind verifying your address and date of births? It is 556 Lydian Court, Lexington, Kentucky 40517. And my phone number is 859... Oh, sorry, date of birth, right? Yes, sir. Uh, 10/11/... 10/11/1982. And phone number 859-420-1471? Yes, ma'am. Email is urs.rosan002@gmail.com? Yes, ma'am. Okay. Um, let's see. Yeah, so you should have received an ID card in the mail already. You haven't received that? Not yet. Okay. I can look up a copy and email it to you. Um, you also should- Yeah, that would be a great thing. Okay. You should have also received a email from FreeRx on how to set up your account for FreeRx. Okay, that'll be a great... uh, thank you. No, have you received an email from FreeRx on how to res- regi- register your account? No, no. Not yet. Okay, because your coverage has been active since Se- since September, so you should have received this information by now. If not, I can send that information to your email again and then also request for an ID card to be mailed to you. Okay. Okay, thank you. You're welcome. Give me just a few moments while I look up that information and I'll be right back. Okay. All righty, thank you so much for holding. Um, so I just sent your- Okay. ... ID card to your email along with instructions on how to set up the FreeRx account. Um, now does- Okay. ... I have your address correct? It's 556 L-I-D-I-A-N Court? Okay. Is that correct? Yes, ma'am. Okay, so the spelling L-I-D-I-A-N is correct? L-I-D-I-A-N, City. Mm. Okay. And that's in Lexington, Kentucky 40517? Yes. Yes, ma'am. That's perfect. Okay. I will send another request to have that, uh, mailed to you but you should be able to use the copy I emailed to you in the meantime. Okay, okay. Thank you. You're welcome. Do you need help with anything else? Uh, that's all. Thank you so much. You're welcome. Have a good day. You too. Bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Uh, hi. This is me, uh, Roshan Monger. And I got a question. Like, I enrolled, uh, health insurance but I have not received, uh, any information like, uh, health insurance card or something like that, id- identification number or something like that. So just wanna know.

Speaker speaker\_1: Okay. What's the name of the agency you work for?

Speaker speaker\_2: Uh, it's Crown Staffing and, uh, God's Pantry Food Bank.

Speaker speaker\_1: You said Crown Staffing?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: The last four of your Social?

Speaker speaker\_2: Uh, 1780.

Speaker speaker\_1: And your first and last name.

Speaker speaker\_2: Uh, Roshan Monger.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of births?

Speaker speaker\_2: It is 556 Lydian Court, Lexington, Kentucky 40517. And my phone number is 859... Oh, sorry, date of birth, right?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Uh, 10/11/... 10/11/1982.

Speaker speaker\_1: And phone number 859-420-1471?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Email is urs.rosan002@gmail.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. Um, let's see. Yeah, so you should have received an ID card in the mail already. You haven't received that?

Speaker speaker\_2: Not yet.

Speaker speaker\_1: Okay. I can look up a copy and email it to you. Um, you also should-

Speaker speaker\_2: Yeah, that would be a great thing.

Speaker speaker\_1: Okay. You should have also received a email from FreeRx on how to set up your account for FreeRx.

Speaker speaker\_2: Okay, that'll be a great... uh, thank you.

Speaker speaker\_1: No, have you received an email from FreeRx on how to res- regi- register your account?

Speaker speaker\_2: No, no. Not yet.

Speaker speaker\_1: Okay, because your coverage has been active since Se- since September, so you should have received this information by now. If not, I can send that information to your email again and then also request for an ID card to be mailed to you.

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

Speaker speaker\_1: You're welcome. Give me just a few moments while I look up that information and I'll be right back.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All righty, thank you so much for holding. Um, so I just sent your-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... ID card to your email along with instructions on how to set up the FreeRx account. Um, now does-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... I have your address correct? It's 556 L-I-D-I-A-N Court?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Is that correct?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay, so the spelling L-I-D-I-A-N is correct?

Speaker speaker\_2: L-I-D-I-A-N, City. Mm.

Speaker speaker\_1: Okay. And that's in Lexington, Kentucky 40517?

Speaker speaker\_2: Yes. Yes, ma'am. That's perfect.

Speaker speaker\_1: Okay. I will send another request to have that, uh, mailed to you but you should be able to use the copy I emailed to you in the meantime.

Speaker speaker\_2: Okay, okay. Thank you.

Speaker speaker\_1: You're welcome. Do you need help with anything else?

Speaker speaker\_2: Uh, that's all. Thank you so much.

Speaker speaker\_1: You're welcome. Have a good day.

Speaker speaker\_2: You too. Bye.

Speaker speaker\_1: Bye-bye.