

## **Transcript: Justin**

**Mills-4505794605531136-5228364116049920**

### **Full Transcript**

Thank you for calling Benefits Credit Card, this is Justin. How can I help you today? Hello. My name is Gary Stokler. I am new to, um, to the insurance. Um, I guess the benefits thing, and I was just trying to go over my own benefits, trying to make sure I have... Did I, did I select, um... do you know if I select the medical coverage? Yeah, let me check on that. What's that staffing agency you work for? Uh, MAU. And the last four of your social? 9685. And for security purposes, can you verify your home address, including city, state and zip code, Gary? It's 160 Patterson Way, Covington, Georgia 30016. And your date of birth? 07251998. And a good telephone number have a 678-438-6744? Correct. My email, I have a cjstokeling23 at Gmail? Yes, sir. Okay, so looking at the file, it looks like you're currently enrolled into the Insure Plus Enhanced, which is your medical plan, um, dental, and then behavior health for employee only. Okay. And through the app, I see that it says something about scheduling a consultation. Do I use that as well to, uh... to, um, you know, use the dental? 'Cause I was just trying to figure out who, who can I go to, uh, use my dental insurance? Um, so I can provide you with, um... let's see here. Carrington's telephone number, and if you provide them with your zip code, they can give you a list of dental providers in that location. Okay, yeah. I'm sorry. No worries. Okay, I'm ready. Okay, so Carrington's telephone number is 800- Mm-hmm. ... 290- Uh... ... 0523. All right, thank you so much. You're welcome. You have a great day, okay? Uh, you as well. All right, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits Credit Card, this is Justin. How can I help you today?

Speaker speaker\_1: Hello. My name is Gary Stokler. I am new to, um, to the insurance. Um, I guess the benefits thing, and I was just trying to go over my own benefits, trying to make sure I have... Did I, did I select, um... do you know if I select the medical coverage?

Speaker speaker\_0: Yeah, let me check on that. What's that staffing agency you work for?

Speaker speaker\_1: Uh, MAU.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 9685.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Gary?

Speaker speaker\_1: It's 160 Patterson Way, Covington, Georgia 30016.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 07251998.

Speaker speaker\_0: And a good telephone number have a 678-438-6744?

Speaker speaker\_1: Correct.

Speaker speaker\_0: My email, I have a cjstokeling23 at Gmail?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay, so looking at the file, it looks like you're currently enrolled into the Insure Plus Enhanced, which is your medical plan, um, dental, and then behavior health for employee only.

Speaker speaker\_1: Okay. And through the app, I see that it says something about scheduling a consultation. Do I use that as well to, uh... to, um, you know, use the dental? 'Cause I was just trying to figure out who, who can I go to, uh, use my dental insurance?

Speaker speaker\_0: Um, so I can provide you with, um... let's see here. Carrington's telephone number, and if you provide them with your zip code, they can give you a list of dental providers in that location.

Speaker speaker\_1: Okay, yeah. I'm sorry.

Speaker speaker\_0: No worries.

Speaker speaker\_1: Okay, I'm ready.

Speaker speaker\_0: Okay, so Carrington's telephone number is 800-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 290-

Speaker speaker\_1: Uh...

Speaker speaker\_0: ... 0523.

Speaker speaker\_1: All right, thank you so much.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: Uh, you as well.

Speaker speaker\_0: All right, bye-bye.