

Transcript: Justin

Mills-4520946951438336-6457771043504128

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, I was just trying to see if my insurance was still active. Yeah, let me check on that. Okay. What's that staffing agency you work for? TRC. And the last four of your social? Huh. 1275. I don't have a brain, so I didn't get you a list, so I'll just give you my phone number. We've all been there before. And what was your first and last name? Lester Carter. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Lester? Okay. 5100 West Mountain Street, Apartment G304, Stone Mountain, Georgia, 30083. And confirm your date of birth for me. June 22, 1977. And a good telephone number has 404-437-4249? That's correct. And the email I have is jstills310 at gmail? Mm-hmm. Okay, so let's see here. So looking at the file, it looks like you're not currently enrolled into anything anymore. Um, so the most previous thing that we had on you was back in 2023. Oh Christ. That's good. Is there anything- I appreciate that. ... else I can do for you today? No, that'll do it. I appreciate it. You're welcome. You have a great day- Thanks so much. ... Okay? You do the same. All right, bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Yes, I was just trying to see if my insurance was still active.

Speaker speaker_0: Yeah, let me check on that.

Speaker speaker_1: Okay.

Speaker speaker_0: What's that staffing agency you work for?

Speaker speaker_1: TRC.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Huh. 1275. I don't have a brain, so I didn't get you a list, so I'll just give you my phone number.

Speaker speaker_0: We've all been there before. And what was your first and last name?

Speaker speaker_1: Lester Carter.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Lester?

Speaker speaker_1: Okay. 5100 West Mountain Street, Apartment G304, Stone Mountain, Georgia, 30083.

Speaker speaker_0: And confirm your date of birth for me.

Speaker speaker_1: June 22, 1977.

Speaker speaker_0: And a good telephone number has 404-437-4249? That's correct. And the email I have is jstills310 at gmail?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, so let's see here. So looking at the file, it looks like you're not currently enrolled into anything anymore. Um, so the most previous thing that we had on you was back in 2023.

Speaker speaker_1: Oh Christ. That's good.

Speaker speaker_0: Is there anything-

Speaker speaker_1: I appreciate that.

Speaker speaker_0: ... else I can do for you today?

Speaker speaker_1: No, that'll do it. I appreciate it.

Speaker speaker_0: You're welcome. You have a great day-

Speaker speaker_1: Thanks so much.

Speaker speaker_0: ...

Speaker speaker_2: Okay?

Speaker speaker_1: You do the same.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Bye-bye.