

## **Transcript: Justin**

**Mills-4532939068489728-5454312028717056**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Hey, sir. I'm trying to see what benefits I can get. Okay. What's the staffing agency you work for? Crown. What was the staffing agency? I'm sorry. Crown. Crown Services. The last four of your Social? 7678. And what was your first and last name? Ivy, Barbie. And for security purposes, can you verify the home address, including city, state and zip code, Ivy? 1560 ... Street. City, state and zip code? Uh, uh, Nashville, Tennessee 37208. And your date of birth? 6/23. And a good telephone number have as 309-1953. Yes, sir. And the email I have is barbieivy2@gmail.com. barbieivy2@gmail, yes, sir. Okay, so let's see here. Now I do know that Crown Services, they offer four medical plans. One of them just covers preventative healthcare services at \$15.62. Two of them cover hospitals, doctors and medications ranging from \$17.07 to \$18.86. The last medical plan is a combination of both preventative plus hospital, doctor, medication coverage at \$42.71. And then Crown does offer other things like dental, short-term disability, term life, which is life insurance, vision, critical illness, behavioral health, and group accident. Uh, I'll just think about it and get back to you. Okay. Yeah. Well, is there anything else I can help you with today? Um, no sir. I appreciate it. You're welcome. You have a great day, all right.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits in a Cart. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, sir. I'm trying to see what benefits I can get.

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

Speaker speaker\_2: Crown.

Speaker speaker\_1: What was the staffing agency? I'm sorry.

Speaker speaker\_2: Crown.

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

Speaker speaker\_2: 7678.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Ivy, Barbie.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and zip code, Ivy?

Speaker speaker\_2: 1560 ... Street.

Speaker speaker\_1: City, state and zip code?

Speaker speaker\_2: Uh, uh, Nashville, Tennessee 37208.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 6/23.

Speaker speaker\_1: And a good telephone number have as 309-1953.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email I have is barbieivy2@gmail.com.

Speaker speaker\_2: barbieivy2@gmail, yes, sir.

Speaker speaker\_1: Okay, so let's see here. Now I do know that Crown Services, they offer four medical plans. One of them just covers preventative healthcare services at \$15.62. Two of them cover hospitals, doctors and medications ranging from \$17.07 to \$18.86. The last medical plan is a combination of both preventative plus hospital, doctor, medication coverage at \$42.71. And then Crown does offer other things like dental, short-term disability, term life, which is life insurance, vision, critical illness, behavioral health, and group accident.

Speaker speaker\_2: Uh, I'll just think about it and get back to you.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Well, is there anything else I can help you with today?

Speaker speaker\_2: Um, no sir. I appreciate it.

Speaker speaker\_1: You're welcome. You have a great day, all right.