

## **Transcript: Justin**

**Mills-4575615592742912-4505100819677184**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. I just wanted to check in, make sure that my plan was all good to go. I'm not sure if I am supposed to renew it or something for the new year or if it just rolls over into the next year or whatever. But, um, I got cards in the mail like a week ago with my new, my new card, so I think I'm still active. I just wanted to kind of make sure. Yes, sir. What's the staffing agency you work for? Creating Circle. Last four of your social? 0018. And what was your first and last name? Ryan Patterson. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Ryan? Uh, 21 East Custis Avenue, Alexandria, Virginia, 22301. And your date of birth? August 5th, 1995. And a good telephone number have is 240-678-2850. Yep. And the email is ryanpatterson78 at gmail? Yep. Okay, so let's see here. So yes, sir. Looking at the file, looks like everything did roll over for this 2025 year. Uh, you became- Good. ... active in 25 coverage as of last Monday the 6th. Okay, awesome. Thank you. That's all I needed to know. And then, um... Okay. Yeah, I think that's all I need from you. I was gonna find a different provider around here, but that's not for you to help with, I guess. So, thanks, man. I appreciate it. You're welcome. You have a great day, okay? You too. Thanks. All right, 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 in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, Justin. I just wanted to check in, make sure that my plan was all good to go. I'm not sure if I am supposed to renew it or something for the new year or if it just rolls over into the next year or whatever. But, um, I got cards in the mail like a week ago with my new, my new card, so I think I'm still active. I just wanted to kind of make sure.

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

Speaker speaker\_2: Creating Circle.

Speaker speaker\_1: Last four of your social?

Speaker speaker\_2: 0018.

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

Speaker speaker\_2: Ryan Patterson.

Speaker speaker\_1: Okay. And for security purposes, can you verify your home address, including city, state and zip code, Ryan?

Speaker speaker\_2: Uh, 21 East Custis Avenue, Alexandria, Virginia, 22301.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: August 5th, 1995.

Speaker speaker\_1: And a good telephone number have is 240-678-2850.

Speaker speaker\_2: Yep.

Speaker speaker\_1: And the email is ryanpatterson78 at gmail?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay, so let's see here. So yes, sir. Looking at the file, looks like everything did roll over for this 2025 year. Uh, you became-

Speaker speaker\_2: Good.

Speaker speaker\_1: ... active in 25 coverage as of last Monday the 6th.

Speaker speaker\_2: Okay, awesome. Thank you. That's all I needed to know. And then, um... Okay. Yeah, I think that's all I need from you. I was gonna find a different provider around here, but that's not for you to help with, I guess. So, thanks, man. I appreciate it.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too. Thanks.

Speaker speaker\_1: All right, bye-bye.