

## **Transcript: Justin**

**Mills-4577848535990272-6249046147776512**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. My name is Gale Aho. Um, I got my card, and I'm confused. I had, um, asked for the best plan, uh, most coverage, et cetera. And this card's telling me that I have preventative services only. Okay. I could possibly email the other ID cards to you. What's the staffing agency you work for? Crown. And the last four of your social? 2144. And for security purposes, can you verify your home address, including city, state and zip code, Gale? 10729 Vigo Road, Baghdad, Kentucky 40003. And confirm your date of birth. 52865. And a good telephone number have as 717-507-5048. That's correct. And the email has galeaho@comcast.net. That's correct. Okay. Um, well, here, do you mind if I place you on a brief hold while I email you the other ID cards? No. That would be perfect. Thank you. You're welcome. Hello, Gale. You still there? Yep. Awesome. Thank you so much for holding. So, I went ahead and emailed you all of your ID cards to the email we have on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com, okay? Hang on one second. I can check. Okay. Also, if you don't see them in your inbox, be sure to check the spam or check the junk folder because for some reason, they like to go there and I don't know why. Yep. I'm pulling it up now. Okay. Uh... It says three items. Let me pull up the medical. And of course, I'm somewhere where it's limited. What is this crap? Okay. Are you still there? Yeah. I'm still here. Okay. I will show this to the girls here at the doctor's office and see if it's something they can work with. Otherwise, I will have to call Crown Services directly. Okay. Well, is there anything else I could assist you with today? No. That's everything. Thank you so much for your help. You're welcome. You have a great day, okay? Okay. 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: Hi. My name is Gale Aho. Um, I got my card, and I'm confused. I had, um, asked for the best plan, uh, most coverage, et cetera. And this card's telling me that I have preventative services only.

Speaker speaker\_0: Okay. I could possibly email the other ID cards to you. What's the staffing agency you work for?

Speaker speaker\_1: Crown.

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

Speaker speaker\_1: 2144.

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

Speaker speaker\_1: 10729 Vigo Road, Baghdad, Kentucky 40003.

Speaker speaker\_0: And confirm your date of birth.

Speaker speaker\_1: 52865.

Speaker speaker\_0: And a good telephone number have as 717-507-5048.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: And the email has galeaho@comcast.net.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Okay. Um, well, here, do you mind if I place you on a brief hold while I email you the other ID cards?

Speaker speaker\_1: No. That would be perfect. Thank you.

Speaker speaker\_0: You're welcome. Hello, Gale. You still there?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Awesome. Thank you so much for holding. So, I went ahead and emailed you all of your ID cards to the email we have on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com, okay?

Speaker speaker\_1: Hang on one second. I can check.

Speaker speaker\_0: Okay. Also, if you don't see them in your inbox, be sure to check the spam or check the junk folder because for some reason, they like to go there and I don't know why.

Speaker speaker\_1: Yep. I'm pulling it up now.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Uh... It says three items. Let me pull up the medical. And of course, I'm somewhere where it's limited. What is this crap? Okay. Are you still there?

Speaker speaker\_0: Yeah. I'm still here.

Speaker speaker\_1: Okay. I will show this to the girls here at the doctor's office and see if it's something they can work with. Otherwise, I will have to call Crown Services directly.

Speaker speaker\_0: Okay. Well, is there anything else I could assist you with today?

Speaker speaker\_1: No. That's everything. Thank you so much for your help.

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

Speaker speaker\_1: Okay. Bye bye.

Speaker speaker\_0: Bye bye.