

## Transcript: Justin

**Mills-4629205220802560-5967410562023424**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. All right, ... Thank you for calling Benefits Center Card. This is Justin Huckin How can I help you today? Hello. I'm at the doctor's office, but I'm trying to get my... I lost my insurance card, so I don't have my insurance information. Mokay, I can email it to you. Um, what's that staffing agency you work for? SPEFFES, S-P-E-F-F-E-S. Oh, oh, I'm sorry. No, no, no, no, no, no. I work for Doherty Staffing Solutions. Sorry. I forgot. Okay. No worries. No worries. So Doherty Staffing, and the last four of your social? Um, jeez, Uh, 6322. And what was your first and last name? Zachary Human. And for security purposes, can you verify the home address, including city, state and zip code, Zachary? Um, oh, gosh. Is it... So I j- I moved since I worked there, and I don't know if they have my new address, but I'll give the old one, 3325 South 10th Street, Apartment 207, Grand Forks, North Dakota, 58201 or 3. Okay, and you stated that's your old address? Yes. That's my old address. Okay, so that's the address I had on file. And what's the new address, so I can go ahead and update it for you? 3435 South 10th Street, Apartment, uh, 13. Apartment 13. Okay. Same city, same state? Yes, sir. 'Kay. And the zip code? Uh, 58203. Okay. And confirm your date of birth for me. 10/28/94. And a good telephone number have a 701-610-3569? Correct. And the email have a zachary.x.human@gmail? Correct. Okay. Um, well, here, do you mind if I place you on a brief hold, while I email you that information? Absolutely. Okay. Why don't you... Yeah. Here. You can put it in here. Yep. Okay. Thank you. Hello, Zach, are you still there? Hello, Zach, are you still there? Yep. Still here. Awesome. Thank you so much for holding. Um, so two things. First thing, I emailed you your ID cards to the email that was on file. Uh, email- Okay. ... that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandcard.com. Um, secondly, I emailed the insurance carriers as well. Uh, put in the request for new physical ID cards to be mailed out to you. So, you should be receiving those at the new mailing address within 7 to 10 business days. Okay? Awesome. Okay. But other than that, um, I do see you're missing a beneficiary for your critical illness h- benefit. Who do you want to put down as the beneficiary for that? I'm missing a beneficiary? Um, is it just that? Isn't... Don't I have beneficiaries on a, a different thing? Or am I thinking of something else? Um, they do as well- Because I'm pretty sure it should have been my girlfriend. Oh, okay. I can put her down for it because it was just missing that. Okay. Yeah, then Autumn Horton. I don't know if that name appears anywhere else in my list that you can see. Can you spell Autumn for me just to confirm that? Um, A-U-T-U-M-M H-O-R-T-O-N. Okay. So, I went ahead and added her down as the beneficiary for you. But is there anything else I can help you out with today, Zachary? I don't think so. I think I'm all good. Awesome. Well, you have a wonderful day, okay? Thanks, man. You as well. Thank you. Bye-bye. Bye-bye.

## Conversation Format

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

Speaker speaker\_1: All right, ...

Speaker speaker\_2: Thank you for calling Benefits Center Card. This is Justin Huckin How can I help you today?

Speaker speaker\_1: Hello. I'm at the doctor's office, but I'm trying to get my... I lost my insurance card, so I don't have my insurance information.

Speaker speaker\_2: Mokay, I can email it to you. Um, what's that staffing agency you work for?

Speaker speaker\_1: SPEFFES, S-P-E-F-F-E-S. Oh, oh, I'm sorry. No, no, no, no, no, no. I work for Doherty Staffing Solutions. Sorry. I forgot.

Speaker speaker\_2: Okay. No worries. No worries. So Doherty Staffing, and the last four of your social?

Speaker speaker\_1: Um, jeez,

Speaker speaker\_3: Uh, 6322.

Speaker speaker\_2: And what was your first and last name?

Speaker speaker\_1: Zachary Human.

Speaker speaker\_2: And for security purposes, can you verify the home address, including city, state and zip code, Zachary?

Speaker speaker\_1: Um, oh, gosh. Is it... So I j- I moved since I worked there, and I don't know if they have my new address, but I'll give the old one, 3325 South 10th Street, Apartment 207, Grand Forks, North Dakota, 58201 or 3.

Speaker speaker\_2: Okay, and you stated that's your old address?

Speaker speaker\_1: Yes. That's my old address.

Speaker speaker\_2: Okay, so that's the address I had on file. And what's the new address, so I can go ahead and update it for you?

Speaker speaker\_1: 3435 South 10th Street, Apartment, uh, 13.

Speaker speaker\_2: Apartment 13. Okay. Same city, same state?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: 'Kay. And the zip code?

Speaker speaker\_1: Uh, 58203.

Speaker speaker\_2: Okay. And confirm your date of birth for me.

Speaker speaker\_1: 10/28/94.

Speaker speaker\_2: And a good telephone number have a 701-610-3569?

Speaker speaker\_1: Correct.

Speaker speaker\_2: And the email have a zachary.x.human@gmail?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay. Um, well, here, do you mind if I place you on a brief hold, while I email you that information?

Speaker speaker\_1: Absolutely.

Speaker speaker\_2: Okay.

Speaker speaker\_3: Why don't you... Yeah. Here. You can put it in here. Yep. Okay. Thank you.

Speaker speaker\_4: Hello, Zach, are you still there? Hello, Zach, are you still there?

Speaker speaker\_5: Yep. Still here.

Speaker speaker\_4: Awesome. Thank you so much for holding. Um, so two things. First thing, I emailed you your ID cards to the email that was on file. Uh, email-

Speaker speaker\_5: Okay.

Speaker speaker\_4: ... that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandcard.com. Um, secondly, I emailed the insurance carriers as well. Uh, put in the request for new physical ID cards to be mailed out to you. So, you should be receiving those at the new mailing address within 7 to 10 business days. Okay?

Speaker speaker\_5: Awesome.

Speaker speaker\_4: Okay. But other than that, um, I do see you're missing a beneficiary for your critical illness h- benefit. Who do you want to put down as the beneficiary for that?

Speaker speaker\_5: I'm missing a beneficiary? Um, is it just that? Isn't... Don't I have beneficiaries on a, a different thing? Or am I thinking of something else?

Speaker speaker\_4: Um, they do as well-

Speaker speaker\_5: Because I'm pretty sure it should have been my girlfriend.

Speaker speaker\_4: Oh, okay. I can put her down for it because it was just missing that.

Speaker speaker\_5: Okay. Yeah, then Autumn Horton. I don't know if that name appears anywhere else in my list that you can see.

Speaker speaker\_4: Can you spell Autumn for me just to confirm that?

Speaker speaker\_5: Um, A-U-T-U-M-M H-O-R-T-O-N.

Speaker speaker\_4: Okay. So, I went ahead and added her down as the beneficiary for you. But is there anything else I can help you out with today, Zachary?

Speaker speaker\_5: I don't think so. I think I'm all good.

Speaker speaker\_4: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_5: Thanks, man. You as well.

Speaker speaker\_4: Thank you. Bye-bye.

Speaker speaker\_5: Bye-bye.