

## **Transcript: Justin**

**Mills-4644539507326976-6179217221533696**

### **Full Transcript**

Thank you for calling Benefits and Incur-- this is Justin. How can I help you today? Uh, hi, Justin. Uh, my name's Christopher La Fortuna. Um, I recently had coverage through you guys. I worked through a temp agency called, uh, Megaforce Staffing. Mm-hmm. Um, uh, and I'm not with Megaforce anymore, and I'm not covered by you guys anymore. I'm trying to sign up for different coverage. Um, is there something called a termination of coverage letter, something you can give me to show that I've, that I've, that I've lost coverage through you guys? I don't have it anymore. Um, yeah, I can send you a statement of coverage. Um, so Megaforce Staffing, what's the last four of your Social? 3870. And for security purposes, could you verify your home address, including city, state and zip code, Christopher? Uh, 3419 Hillside Drive, High Point, North Carolina 27265. And confirm your date of birth. February 3rd, 1969. And a good telephone number have us 336-803-3043. That's a good one. And the email I have is insomniaticspree@icloud? That's correct. Okay. Um, well here, do you mind if I place you on a brief hold while I work on that for you? Take your time. You're welcome. Hello, Christopher. Are you still there? I am. Awesome. Thank you so much for holding. Um, so I went ahead and edited, um, came up with that, uh, statement of coverage for you or produced it for you. Um, so I went ahead and emailed it to you. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder. Okay? All right. I appreciate it. You're welcome. Is there anything else I could assist you today? Uh, no, no. I think that's what I needed from you. Appreciate it. Bye-bye. You're welcome. You have a great weekend. Okay? Yeah, you too. All right. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Incur-- this is Justin. How can I help you today?

Speaker speaker\_1: Uh, hi, Justin. Uh, my name's Christopher La Fortuna. Um, I recently had coverage through you guys. I worked through a temp agency called, uh, Megaforce Staffing.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um, uh, and I'm not with Megaforce anymore, and I'm not covered by you guys anymore. I'm trying to sign up for different coverage. Um, is there something called a termination of coverage letter, something you can give me to show that I've, that I've, that I've lost coverage through you guys? I don't have it anymore.

Speaker speaker\_0: Um, yeah, I can send you a statement of coverage. Um, so Megaforce Staffing, what's the last four of your Social?

Speaker speaker\_1: 3870.

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

Speaker speaker\_1: Uh, 3419 Hillside Drive, High Point, North Carolina 27265.

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

Speaker speaker\_1: February 3rd, 1969.

Speaker speaker\_0: And a good telephone number have us 336-803-3043.

Speaker speaker\_1: That's a good one.

Speaker speaker\_0: And the email I have is insomniaticspree@icloud?

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 work on that for you?

Speaker speaker\_1: Take your time.

Speaker speaker\_0: You're welcome. Hello, Christopher. Are you still there?

Speaker speaker\_2: I am.

Speaker speaker\_0: Awesome. Thank you so much for holding. Um, so I went ahead and edited, um, came up with that, uh, statement of coverage for you or produced it for you. Um, so I went ahead and emailed it to you. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker\_2: All right. I appreciate it.

Speaker speaker\_0: You're welcome. Is there anything else I could assist you today?

Speaker speaker\_2: Uh, no, no. I think that's what I needed from you. Appreciate it. Bye-bye.

Speaker speaker\_0: You're welcome. You have a great weekend. Okay?

Speaker speaker\_2: Yeah, you too.

Speaker speaker\_0: All right. Bye-bye.