

Transcript: Justin

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Full Transcript

Hello. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, this is, uh, Kiza San San. So, uh, I want to know because, uh, I want to enroll ... there's no... how many benefits I got on my benefits card. So, you wanna know how many... how, how many benefits you have? Yeah. Be- yes. Okay. What's the staffing agency you work for? Uh, I work with, uh, is, uh, The Resource. The Resource Company? And the last four of your social? Yes. Uh, zero, eight, seven, five. And your first and last name? Uh, Kiza San San. Okay. And for security purposes, could you verify your home address, including city, state and zip code? My home address and zip code? Your home address, including city, state and zip code. I am in, uh, North Carolina. Uh, uh, high po-: my, my, my city is High Point and my home address is 422 South Elm Street, Apartment 6. Uh, zip code is, uh, 27260. And your date of birth? Uh, 1st January 1994. And a good telephone number you have is 336-491-8934. Yes. And the email I have is your last name, first name, 1994 at gmail? Yes. Okay, so looking at the file, it looks like you're currently enrolled into dental, term life, which is life insurance, and the MEC TeleRx, which is your medical plan, offer employee only. Oh. So, uh, do you know how... I don't have a, a healthcare? Uh, you do have healthcare. Um, MEC TeleRx is a medical plan. It covers preventative healthcare services, like physicals, diabetes screenings, vaccinations. Pretty much things that generally make you stay healthy. Oh, this is including the healthcare, too? Correct. Preventative healthcare services. Okay, thank you. You're welcome. Is there anything else- That's, that's what I... ... I could help you out with today? That's what... That's what I was looking for. Awesome. Well, you have a wonderful day, okay? You too, man. All right. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_0: Uh, this is, uh, Kiza San San. So, uh, I want to know because, uh, I want to enroll ... there's no... how many benefits I got on my benefits card.

Speaker speaker_1: So, you wanna know how many... how, how many benefits you have?

Speaker speaker_0: Yeah. Be- yes.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_0: Uh, I work with, uh, is, uh, The Resource.

Speaker speaker_1: The Resource Company? And the last four of your social?

Speaker speaker_0: Yes. Uh, zero, eight, seven, five.

Speaker speaker_1: And your first and last name?

Speaker speaker_0: Uh, Kiza San San.

Speaker speaker_1: Okay. And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_0: My home address and zip code?

Speaker speaker_1: Your home address, including city, state and zip code.

Speaker speaker_0: I am in, uh, North Carolina. Uh, uh, high po-: my, my, my city is High Point and my home address is 422 South Elm Street, Apartment 6. Uh, zip code is, uh, 27260.

Speaker speaker_1: And your date of birth?

Speaker speaker_0: Uh, 1st January 1994.

Speaker speaker_1: And a good telephone number you have is 336-491-8934.

Speaker speaker_0: Yes.

Speaker speaker_1: And the email I have is your last name, first name, 1994 at gmail?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, so looking at the file, it looks like you're currently enrolled into dental, term life, which is life insurance, and the MEC TeleRx, which is your medical plan, offer employee only.

Speaker speaker_0: Oh. So, uh, do you know how... I don't have a, a healthcare?

Speaker speaker_1: Uh, you do have healthcare. Um, MEC TeleRx is a medical plan. It covers preventative healthcare services, like physicals, diabetes screenings, vaccinations. Pretty much things that generally make you stay healthy.

Speaker speaker_0: Oh, this is including the healthcare, too?

Speaker speaker_1: Correct. Preventative healthcare services.

Speaker speaker_0: Okay, thank you.

Speaker speaker_1: You're welcome. Is there anything else-

Speaker speaker_0: That's, that's what I...

Speaker speaker_1: ... I could help you out with today?

Speaker speaker_0: That's what... That's what I was looking for.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_0: You too, man.

Speaker speaker_1: All right. Bye-bye.

Speaker speaker_0: Bye-bye.