

## Transcript: Justin

**Mills-5259667808239616-5960031582863360**

### Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hello? How can I help you today? Hello? Um, yes, uh, I have a question. Um, I, I have, um, insurance and stuff with y'all, but I haven't received any information about it. But I'm paying for it through my job. Um, yeah. I can possibly email you some information real quick. What's the staffing agency you work for? ATC Healthcare. And the last four of your social? 8623. And what was your first and last name? Myisha. M-Y-I-S-H-A. Keenon. K-E-E-N-O-N. And for security purposes, could you verify your home address, including city, state and zip code, Myisha? Um, 340 5th Avenue... Let me see, 'cause I always get them north some time. One second. 340 5th Avenue... Okay. 340 5th Avenue Northeast. Carol Georgia. 39828. Apartment C17. And confirm your date of birth? 05/95. And a good telephone number have is 850-755-6031. 031. Yes. And the email I have is myishaKeenon2021@Yahoo!? Yes. Okay, um, well here, do you mind if I place you on a brief hold while I email you your ID cards, just so you have 'em? Okay. Okay, that's fine. Awesome. I'll be right back for you, okay? Okay. Okay. Hello, Myisha, you still there? Hello, are you still there? Yes, I am. I'm sorry. Awesome. Thank you so much for holding. So, I went ahead and e- mailed you your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder to be on the safe side, okay? Okay. And I have a question. What, um, um, do that card cover? Um, so you have the dental, uh, term life, which is life insurance, vision and M-E-C TeleRX, which is your medical plan. However, the MEC TeleRX covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that. Okay. And what's the name, what's the name of that one? I'm sorry. Uh, the M-E-C TeleRX. You said MPC? Uh, M-E-C. So Michael, Echo, Charlie. M-E-C. Okay. Uh- M-E-C? If I can... Yes. You said RNYX? RN? Uh, so it's M-E-C Tele. So, Tele, T-E-L-E RX. So M-E-C TeleRX. Okay. So dental, M-E-C TeleRX. Life insurance. And vision. Okay. And vision. Okay. And you said the M-E-C Tele, I can like go to the doctor with that? Yeah, for preventative healthcare services, so like physicals, diabetes screenings, vaccinations. Pretty much things that generally make you stay healthy. Oh, okay. Okay. Well, thank you so much. You're welcome. You have a great weekend, okay? Okay. You too. Thank you. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hello?

Speaker speaker\_0: How can I help you today? Hello?

Speaker speaker\_1: Um, yes, uh, I have a question. Um, I, I have, um, insurance and stuff with y'all, but I haven't received any information about it. But I'm paying for it through my job.

Speaker speaker\_0: Um, yeah. I can possibly email you some information real quick. What's the staffing agency you work for?

Speaker speaker\_1: ATC Healthcare.

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

Speaker speaker\_1: 8623.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Myisha. M-Y-I-S-H-A. Keenon. K-E-E-N-O-N.

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

Speaker speaker\_1: Um, 340 5th Avenue... Let me see, 'cause I always get them north some time. One second. 340 5th Avenue... Okay. 340 5th Avenue Northeast. Carol Georgia. 39828. Apartment C17.

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

Speaker speaker\_1: 05/95.

Speaker speaker\_0: And a good telephone number have is 850-755-6031.

Speaker speaker\_1: 031. Yes.

Speaker speaker\_0: And the email I have is myishaKeenon2021@Yahoo!?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, um, well here, do you mind if I place you on a brief hold while I email you your ID cards, just so you have 'em?

Speaker speaker\_1: Okay. Okay, that's fine.

Speaker speaker\_0: Awesome. I'll be right back for you, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Hello, Myisha, you still there? Hello, are you still there?

Speaker speaker\_1: Yes, I am. I'm sorry.

Speaker speaker\_0: Awesome. Thank you so much for holding. So, I went ahead and e-mailed you your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see

them in your inbox, be sure to check your spam or check your junk folder to be on the safe side, okay?

Speaker speaker\_1: Okay. And I have a question. What, um, um, do that card cover?

Speaker speaker\_0: Um, so you have the dental, uh, term life, which is life insurance, vision and M-E-C TeleRX, which is your medical plan. However, the MEC TeleRX covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that.

Speaker speaker\_1: Okay. And what's the name, what's the name of that one? I'm sorry.

Speaker speaker\_0: Uh, the M-E-C TeleRX.

Speaker speaker\_1: You said MPC?

Speaker speaker\_0: Uh, M-E-C. So Michael, Echo, Charlie. M-E-C.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Uh-

Speaker speaker\_1: M-E-C?

Speaker speaker\_0: If I can... Yes.

Speaker speaker\_1: You said RNYX? RN?

Speaker speaker\_0: Uh, so it's M-E-C Tele. So, Tele, T-E-L-E RX. So M-E-C TeleRX.

Speaker speaker\_1: Okay. So dental, M-E-C TeleRX. Life insurance.

Speaker speaker\_0: And vision.

Speaker speaker\_1: Okay. And vision. Okay. And you said the M-E-C Tele, I can like go to the doctor with that?

Speaker speaker\_0: Yeah, for preventative healthcare services, so like physicals, diabetes screenings, vaccinations. Pretty much things that generally make you stay healthy.

Speaker speaker\_1: Oh, okay. Okay. Well, thank you so much.

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

Speaker speaker\_1: Okay. You too.

Speaker speaker\_0: Thank you. Bye-bye.