

## Transcript: Justin

**Mills-5357053038346240-4669735092666368**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, my name is Brianna de Avalos, and I'm calling I guess to get, uh, the policy number for mine and my husband's insurance card. Okay. Um, what's the staffing agency you work for? Um, it's DTC, I believe. And the last four of your Social? Uh, his... Give me just a second because he's the one that's working. He's currently at work and asked me to handle this. Okay. Um, give me just two seconds to check his card. I don't know it by heart, not my business. Do, do, do. Do, do, do. Do, do, do. Um, 4013, I believe. His card's missing from the case. And his first and last name? Gabriel Avalos. ... technology. Could you spell his last name for me? A-V as in Victor, A-L-O-S. Okay. Let's see. So Gabriel... So I have 6265 as the last four of his Social. 6265. Um, I'm still looking for his Social Security card. I'm, I'm so sorry I didn't get him one before. Okay, what's it that he said? What was... Uh, 12/11/98. 12/11/98. I've never done this before so I didn't know what I needed. I took his wallet. 12/11/90- okay. And for security purposes, could you verify his home address including city, state and zip code? 26 Wing Drive, Parsons, Kansas, 67357. If he didn't use that address, he used his mom's address which is 3129 Stephens Avenue, Parsons, Kansas, 67357. Okay. And a good telephone number I have for him is 417-766-0222. Oh, that is no longer his phone number. Um, he recently had to get a new phone. Give me two moments and I'll tell you his new number. Okay. I thought they updated everything. Ah. I hate my phone. I hate my phone. A, B, C... Where are you? Where are you? You're somewhere. There you are. A-ha! It is 417-306-4590. And just to confirm, 417-306-4590? Correct. And his email is av-avalos.gabe98@gmail? Yes. Okay. Um, so looking at the file, it looks like he's not currently enrolled in anything. Did he recently submit a document to Focus for benefits? Um, I believe so. Um, he just... Last week was his first week. Okay. Yeah, because I'm not seeing where he enrolled or submitted anything. Um, so he would actually need to call us to get this, uh, squared away. Because unless he submitted- Okay. ... a document to Focus, we haven't received it from Focus. Um, but what I was going to ask if he remembered his elections, I can get the process started for him. But I would actually need to speak with him regarding that. I understand. He gets home at three o'clock. Um, are y'all going to be open at that time? Yes. So we're open, uh, 8:00 AM to 8:00 PM Eastern Standard Time. Awesome. I will have him give you a call then. Thank you so much for your help. You're welcome. You have a great day, okay? You too. All right. 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 Brianna de Avalos, and I'm calling I guess to get, uh, the policy number for mine and my husband's insurance card.

Speaker speaker\_0: Okay. Um, what's the staffing agency you work for?

Speaker speaker\_1: Um, it's DTC, I believe.

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

Speaker speaker\_1: Uh, his... Give me just a second because he's the one that's working. He's currently at work and asked me to handle this.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Um, give me just two seconds to check his card. I don't know it by heart, not my business. Do, do, do. Do, do, do. Do, do, do. Um, 4013, I believe. His card's missing from the case.

Speaker speaker\_0: And his first and last name?

Speaker speaker\_1: Gabriel Avalos.

Speaker speaker\_2: ... technology.

Speaker speaker\_0: Could you spell his last name for me?

Speaker speaker\_1: A-V as in Victor, A-L-O-S.

Speaker speaker\_0: Okay. Let's see. So Gabriel... So I have 6265 as the last four of his Social.

Speaker speaker\_1: 6265. Um, I'm still looking for his Social Security card. I'm, I'm so sorry I didn't get him one before.

Speaker speaker\_0: Okay, what's it that he said? What was...

Speaker speaker\_1: Uh, 12/11/98.

Speaker speaker\_0: 12/11/98.

Speaker speaker\_1: I've never done this before so I didn't know what I needed. I took his wallet.

Speaker speaker\_0: 12/11/90- okay. And for security purposes, could you verify his home address including city, state and zip code?

Speaker speaker\_1: 26 Wing Drive, Parsons, Kansas, 67357. If he didn't use that address, he used his mom's address which is 3129 Stephens Avenue, Parsons, Kansas, 67357.

Speaker speaker\_0: Okay. And a good telephone number I have for him is 417-766-0222.

Speaker speaker\_1: Oh, that is no longer his phone number. Um, he recently had to get a new phone. Give me two moments and I'll tell you his new number.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I thought they updated everything. Ah. I hate my phone. I hate my phone. A, B, C... Where are you? Where are you? You're somewhere. There you are. A-ha! It is 417-306-4590.

Speaker speaker\_0: And just to confirm, 417-306-4590?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And his email is av- avalos.gabe98@gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, so looking at the file, it looks like he's not currently enrolled in anything. Did he recently submit a document to Focus for benefits?

Speaker speaker\_1: Um, I believe so. Um, he just... Last week was his first week.

Speaker speaker\_0: Okay. Yeah, because I'm not seeing where he enrolled or submitted anything. Um, so he would actually need to call us to get this, uh, squared away. Because unless he submitted-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... a document to Focus, we haven't received it from Focus. Um, but what I was going to ask if he remembered his elections, I can get the process started for him. But I would actually need to speak with him regarding that.

Speaker speaker\_1: I understand. He gets home at three o'clock. Um, are y'all going to be open at that time?

Speaker speaker\_0: Yes. So we're open, uh, 8:00 AM to 8:00 PM Eastern Standard Time.

Speaker speaker\_1: Awesome. I will have him give you a call then. Thank you so much for your help.

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

Speaker speaker\_1: You too.

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

Speaker speaker\_1: Bye.