

## **Transcript: Justin**

**Mills-5387123178815488-5338788355063808**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. Um, my name is Flora Alvarado and I c- I haven't received my insurance card, and I'm at the doctor's office so I need to know the, the company name and the member ID for my appointment, please. Yeah, I could possibly email the information to you. What's the staffing agency you work for? CRC. And the last four of your Social? 6153. And for security purposes, can you verify the home address, including city, state and zip code? Mm-hmm. 51 Valley, one word View, second word Drive, number 38, Cartersville, Georgia 30120. And confirm your date of birth? March 4th, 1982. And a good telephone number has a 770-633-6959? Yes. And the email address has flordmvasquez@gmail? Yes. Okay. Well, here, do you mind if I place you on a brief hold for a second? Sure. Okay. Yes. Sorry, Will. Okay. I'm on hold with him. Okay. Okay. Hopefully, he gets back to me and let me know. You guys go do the urging first for him? Okay, cool. My parents need help 'cause they're too close to my work. I'm not there everywhere, but I'm supposed to be. I haven't been able to get to work for several hours last night and most of the rest- I worked through so much pain and now look at me. Hello? Hello? My mom, she works somewhere around here. She's carrying a toilet seat. 'Cause, uh, I was in denial. So, at first, I never really thought about how much time had went into establishing this and it came down to... I've never had this, but it was awful 'cause I had like a... Hello? Thank-

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, Justin. Um, my name is Flora Alvarado and I c- I haven't received my insurance card, and I'm at the doctor's office so I need to know the, the company name and the member ID for my appointment, please.

Speaker speaker\_1: Yeah, I could possibly email the information to you. What's the staffing agency you work for?

Speaker speaker\_2: CRC.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 6153.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and zip code?

Speaker speaker\_2: Mm-hmm. 51 Valley, one word View, second word Drive, number 38, Cartersville, Georgia 30120.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: March 4th, 1982.

Speaker speaker\_1: And a good telephone number has a 770-633-6959?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email address has flordmvasquez@gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Well, here, do you mind if I place you on a brief hold for a second?

Speaker speaker\_2: Sure.

Speaker speaker\_1: Okay.

Speaker speaker\_3: Yes. Sorry, Will. Okay. I'm on hold with him. Okay. Okay. Hopefully, he gets back to me and let me know. You guys go do the urging first for him? Okay, cool. My parents need help 'cause they're too close to my work. I'm not there everywhere, but I'm supposed to be. I haven't been able to get to work for several hours last night and most of the rest- I worked through so much pain and now look at me. Hello? Hello? My mom, she works somewhere around here. She's carrying a toilet seat. 'Cause, uh, I was in denial. So, at first, I never really thought about how much time had went into establishing this and it came down to... I've never had this, but it was awful 'cause I had like a... Hello? Thank-