

## Transcript: Justin

**Mills-5412385907490816-6440870545408000**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. Um, hi. I am with Focus Workforce Management, and I am actually looking for some answers to a couple of questions, if you may be able to help me. Yeah. Let me try pulling your file. So Focus, what's the last four of your social? Oh, no, I don't have a plan. I'm an employer with a plan. Oh, my apologies. Um, yeah. Yeah. Let me pull up a benefit guide. Bear with me one second. Okay, you said Focus? Yes. And what were your questions? Okay. So I have an employee who cannot locate his information for your services and benefits. I was wondering if you could give me information, like what information would he need to provide, or could I provide you with this information and maybe get his information so he can get in to log in or can figure out his coverage to get a new card? Um, so he can call in to our call center and request physical ID cards to be mailed to him and emailed to him. Mm-hmm. Mm-hmm. All we would need would be his, uh, employer, last four of his social, and verified demographics. Okay. And is it a different number than this number? Uh, no, ma'am, it's the same number you dialed to reach me. Okay. Because every time he calls he says they cannot locate his account. Um, let me... Here, what's his first and last name? Roston Taylor, R-S-O-T-O-N, Taylor, T-A-Y-L-O-R. I'm sorry, spell the first name for me one more time. R-O-S-T-O-N. Yeah. I have him pulled up right here. Okay. So is you gonna be able to find his information through there? Does he have active coverage? Uh, let's see. So it looks like he does have active coverage, yes. Okay. Can you, um... Is there any way you could possibly give me his user ID so we could get him logged in to his online account? Like- Um, no, honestly- His participant ID number? ... I don't have that information. Okay. Is there a way that you... Is there, is there a way that you could email him that information? Um, yes, but he would actually have to call and request that information 'cause I don't know if he's nearby. Okay. No, he's not nearby at the moment, but I can definitely give him a call and, you know. Um, yeah, um, i- is there a way, like, I could call back and, like, h- have him on a three-way call and get all this situated? Um, yeah, you can do that. Okay. All right. We can definitely do that. Um, well, thank you so much for your help, Justin. You have a wonderful day. You do the same, okay? All right. Bye-bye. Bye-bye.

### Conversation Format

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

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

Speaker speaker\_2: Hi, Justin. Um, hi. I am with Focus Workforce Management, and I am actually looking for some answers to a couple of questions, if you may be able to help me.

Speaker speaker\_1: Yeah. Let me try pulling your file. So Focus, what's the last four of your social?

Speaker speaker\_2: Oh, no, I don't have a plan. I'm an employer with a plan.

Speaker speaker\_1: Oh, my apologies. Um, yeah.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Let me pull up a benefit guide. Bear with me one second. Okay, you said Focus?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And what were your questions?

Speaker speaker\_2: Okay. So I have an employee who cannot locate his information for your services and benefits. I was wondering if you could give me information, like what information would he need to provide, or could I provide you with this information and maybe get his information so he can get in to log in or can figure out his coverage to get a new card?

Speaker speaker\_1: Um, so he can call in to our call center and request physical ID cards to be mailed to him and emailed to him.

Speaker speaker\_2: Mm-hmm. Mm-hmm.

Speaker speaker\_1: All we would need would be his, uh, employer, last four of his social, and verified demographics.

Speaker speaker\_2: Okay. And is it a different number than this number?

Speaker speaker\_1: Uh, no, ma'am, it's the same number you dialed to reach me.

Speaker speaker\_2: Okay. Because every time he calls he says they cannot locate his account.

Speaker speaker\_1: Um, let me... Here, what's his first and last name?

Speaker speaker\_2: Roston Taylor, R-S-O-T-O-N, Taylor, T-A-Y-L-O-R.

Speaker speaker\_1: I'm sorry, spell the first name for me one more time.

Speaker speaker\_2: R-O-S-T-O-N.

Speaker speaker\_1: Yeah. I have him pulled up right here.

Speaker speaker\_2: Okay. So is you gonna be able to find his information through there? Does he have active coverage?

Speaker speaker\_1: Uh, let's see. So it looks like he does have active coverage, yes.

Speaker speaker\_2: Okay. Can you, um... Is there any way you could possibly give me his user ID so we could get him logged in to his online account? Like-

Speaker speaker\_1: Um, no, honestly-

Speaker speaker\_2: His participant ID number?

Speaker speaker\_1: ... I don't have that information.

Speaker speaker\_2: Okay. Is there a way that you... Is there, is there a way that you could email him that information?

Speaker speaker\_1: Um, yes, but he would actually have to call and request that information 'cause I don't know if he's nearby.

Speaker speaker\_2: Okay. No, he's not nearby at the moment, but I can definitely give him a call and, you know. Um, yeah, um, i- is there a way, like, I could call back and, like, h- have him on a three-way call and get all this situated?

Speaker speaker\_1: Um, yeah, you can do that.

Speaker speaker\_2: Okay. All right. We can definitely do that. Um, well, thank you so much for your help, Justin. You have a wonderful day.

Speaker speaker\_1: You do the same, okay?

Speaker speaker\_2: All right. Bye-bye.

Speaker speaker\_1: Bye-bye.