

## Transcript: Justin

**Mills-5421402585481216-5053300735655936**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. I had got a call from this number. What this pertaining to? Uh, was there a voicemail left by any chance? Uh, no. Uh, I didn't get one. No worries. Um, so us at Benefits and a Card, we are the benefit administrators for staffing agencies, so we deal with their health insurance. Um, so you probably received a text or a call regarding health insurance offered through your employer. Yeah. I'm trying to see what's going on with my benefits. Could you look it up? Yeah. What's that staffing agency you work for? Uh, Lingo Staffing. Lingo... Okay. And the last four of your social? 7838. Three eight- Okay. And your first and last name? Terrence Warren. I'm sorry, what was that again? Terrence Warren. Warren? Okay. And for security purposes, could you verify your home address, including city, state and zip code, Terrence? Uh, uh, 422 Lanier Street, Atlanta, Georgia 30318. Is that the one y'all got? Okay. That should be it. You said what? I said confirm your date of birth. 01/15/'89. And a good telephone number has 410-303-6480. Correct. And the email address is juice4700icloud? Correct. Okay, so let's see here. So I do see there was an outbound call to you earlier today regarding a coverage level mismatch. So you were missing dependent information, uh, so we were just reaching out to obtain that dependent information so you can become active in the coverage. Um, so we would need your, uh, sp- spouse and dependents, like spouse and children information, 'cause you put you wanted employee plus family coverage, correct? Right. Okay. So let's see here. Just gonna go ahead and add that down real quick. What's your spouse's first name? Uh, let me... Uh, they should already be on there. They were on there already at first. Uh... It should say Jade Alleyne, uh, Terrence Warren, Takyla Warren and Takari Warren. I'm not seeing that on the file, sir. You're not seeing that on the file? No, sir. Okay. Let's... Hold on. Let me see it. Okay. Uh, my spouse's name is Jade Alleyne. Could you spell that for me? And... J-A-D-E Alleyne, A-L-L-E-Y-N-E. And her date of birth is 7/7/1997. Seven... And do you have her social by any chance? 542-516-854. Okay. Uh, let me see. Daddy. What's the first child's name? Hold on. Uh, child... Terrence Warren. And his, uh, name is, uh... I mean, hold on. His birthdate is, uh, 2/21/ I believe '21. Hold on. Let me- He's a junior? No, n- not a junior, but he has the same name. Has the same name? Okay. Uh, where is... Uh, hold on. I'm looking for their social. I had the social in here. Is this, um... What insurance company is this for? Um, well, us at Benefits and a Card, we're the benefit administrators for Lingo Staffing, so we deal with our health insurance. However, the main- Uh- ... insurance carrier is American Public Life. The main insurance carrier is American Public Life? Yes, sir. That's not my insurance company. Um, well, Lingo Staffing switched benefit administrators, so we're your new health administrators. So the main insurance carrier through us, since it's through Lingo Staffing, is through American Public Life. So who was Lingo through at first? Um, I honestly do not know that, because Lingo Staffing is a new client that we just signed couple weeks

ago. So I honestly do not know. Okay. Okay. So y'all just... Uh, all right. Let me... I gotta check in on this, 'cause I... Before I give you my kids' information, I gotta make sure this is right, because I was with another carrier first. I don't understand that. Hello? I totally understand. Um, so you can reach out to Lingo Staffing, confirm that Benefits and a Card is their new health administrators, and they'll ask you to reach back out to us. So Benefits and a Card is the new ins- uh, um, insurance? It's not the new insurance. It's the health administrators, benefit administrators. Okay. All right. Well, let me contact them real quick. Okay. Well, you have a wonderful day-

## 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: Hey, Justin. I had got a call from this number. What this pertaining to?

Speaker speaker\_0: Uh, was there a voicemail left by any chance?

Speaker speaker\_1: Uh, no. Uh, I didn't get one.

Speaker speaker\_0: No worries. Um, so us at Benefits and a Card, we are the benefit administrators for staffing agencies, so we deal with their health insurance. Um, so you probably received a text or a call regarding health insurance offered through your employer.

Speaker speaker\_1: Yeah. I'm trying to see what's going on with my benefits. Could you look it up?

Speaker speaker\_0: Yeah. What's that staffing agency you work for?

Speaker speaker\_1: Uh, Lingo Staffing.

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

Speaker speaker\_1: 7838.

Speaker speaker\_0: Three eight- Okay. And your first and last name?

Speaker speaker\_1: Terrence Warren.

Speaker speaker\_0: I'm sorry, what was that again?

Speaker speaker\_1: Terrence Warren.

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

Speaker speaker\_1: Uh, uh, 422 Lanier Street, Atlanta, Georgia 30318. Is that the one y'all got?

Speaker speaker\_0: Okay.

Speaker speaker\_2: That should be it.

Speaker speaker\_1: You said what?

Speaker speaker\_0: I said confirm your date of birth.

Speaker speaker\_1: 01/15/'89.

Speaker speaker\_0: And a good telephone number has 410-303-6480.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And the email address is juice4700icloud?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay, so let's see here. So I do see there was an outbound call to you earlier today regarding a coverage level mismatch. So you were missing dependent information, uh, so we were just reaching out to obtain that dependent information so you can become active in the coverage. Um, so we would need your, uh, sp- spouse and dependents, like spouse and children information, 'cause you put you wanted employee plus family coverage, correct?

Speaker speaker\_1: Right.

Speaker speaker\_0: Okay. So let's see here. Just gonna go ahead and add that down real quick. What's your spouse's first name?

Speaker speaker\_1: Uh, let me... Uh, they should already be on there. They were on there already at first.

Speaker speaker\_0: Uh...

Speaker speaker\_1: It should say Jade Alleyne, uh, Terrence Warren, Takyla Warren and Takari Warren.

Speaker speaker\_0: I'm not seeing that on the file, sir.

Speaker speaker\_1: You're not seeing that on the file?

Speaker speaker\_0: No, sir.

Speaker speaker\_1: Okay. Let's... Hold on. Let me see it. Okay. Uh, my spouse's name is Jade Alleyne.

Speaker speaker\_0: Could you spell that for me?

Speaker speaker\_1: And... J-A-D-E Alleyne, A-L-L-E-Y-N-E. And her date of birth is 7/7/1997.

Speaker speaker\_0: Seven... And do you have her social by any chance?

Speaker speaker\_1: 542-516-854.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Uh, let me see.

Speaker speaker\_2: Daddy.

Speaker speaker\_0: What's the first child's name?

Speaker speaker\_1: Hold on. Uh, child... Terrence Warren. And his, uh, name is, uh... I mean, hold on. His birthdate is, uh, 2/21/ I believe '21. Hold on. Let me-

Speaker speaker\_0: He's a junior?

Speaker speaker\_1: No, n- not a junior, but he has the same name.

Speaker speaker\_0: Has the same name? Okay.

Speaker speaker\_1: Uh, where is... Uh, hold on. I'm looking for their social. I had the social in here. Is this, um... What insurance company is this for?

Speaker speaker\_0: Um, well, us at Benefits and a Card, we're the benefit administrators for Lingo Staffing, so we deal with our health insurance. However, the main-

Speaker speaker\_1: Uh-

Speaker speaker\_0: ... insurance carrier is American Public Life.

Speaker speaker\_1: The main insurance carrier is American Public Life?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: That's not my insurance company.

Speaker speaker\_0: Um, well, Lingo Staffing switched benefit administrators, so we're your new health administrators. So the main insurance carrier through us, since it's through Lingo Staffing, is through American Public Life.

Speaker speaker\_1: So who was Lingo through at first?

Speaker speaker\_0: Um, I honestly do not know that, because Lingo Staffing is a new client that we just signed couple weeks ago. So I honestly do not know.

Speaker speaker\_1: Okay. Okay. So y'all just... Uh, all right. Let me... I gotta check in on this, 'cause I... Before I give you my kids' information, I gotta make sure this is right, because I was with another carrier first. I don't understand that. Hello?

Speaker speaker\_0: I totally understand. Um, so you can reach out to Lingo Staffing, confirm that Benefits and a Card is their new health administrators, and they'll ask you to reach back out to us.

Speaker speaker\_1: So Benefits and a Card is the new ins- uh, um, insurance?

Speaker speaker\_0: It's not the new insurance. It's the health administrators, benefit administrators.

Speaker speaker\_1: Okay. All right. Well, let me contact them real quick.

Speaker speaker\_0: Okay. Well, you have a wonderful day-