

Transcript: Justin

Mills-5569799768817664-4968523213357056

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit CenterCard. This is Justin. How can I help you today? Uh, yeah, Justin, I'm trying to, uh, I'm trying to see if my, um, my coverage, uh, is it just preventive only or if it's, uh, if I got, you know, full coverage, you know? Yeah, let me check on that. What's the staffing agency you work for? Uh, Hamilton Reicker. And the last four of your social? Uh, 6002. And what was your first and last name? Uh, first name Bent, last name Mixon. And for security purposes, can you verify your home address, including city, state and zip code, Mr. Mixon? Uh, yes, there's a zip... Uh, uh, I'm sorry. Area code is 203... I'm sorry. The address is 2035 Lauren Road, Camden, Mississippi 39045. And confirm your date of birth? Uh, October the 9th, 1964. And a good telephone number have a 662-315-6244? Yes. And the email I have is mixon_20@Hotmail? Yes, that's correct. Okay. Um, so looking at the file, you have a VIP Standard, which covers hospitals, doctors and medications. And then you have the MEC Pellerix, which covers preventative healthcare services as well. Oh, okay. Good, okay. 'Cause I don't know, I was thinking... So I do have, let's say, if I had to go to the emergency room or something like that, uh, or if I had hospital stay, I've got coverage to take care of stuff like that. Correct. Yes, sir. Okay. All right. I was just checking. Okay. Well, look, sir, I, I appreciate your time and your patience. Thank you so much. You're welcome. You have a great day, Ben, okay? You do, you do the same now. Thank you. You're welcome. 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 Benefit CenterCard. This is Justin. How can I help you today?

Speaker speaker_2: Uh, yeah, Justin, I'm trying to, uh, I'm trying to see if my, um, my coverage, uh, is it just preventive only or if it's, uh, if I got, you know, full coverage, you know?

Speaker speaker_1: Yeah, let me check on that. What's the staffing agency you work for?

Speaker speaker_2: Uh, Hamilton Reicker.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Uh, 6002.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Uh, first name Bent, last name Mixon.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Mr. Mixon?

Speaker speaker_2: Uh, yes, there's a zip... Uh, uh, I'm sorry. Area code is 203... I'm sorry. The address is 2035 Lauren Road, Camden, Mississippi 39045.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: Uh, October the 9th, 1964.

Speaker speaker_1: And a good telephone number have a 662-315-6244?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is mixon_20@Hotmail?

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: Okay. Um, so looking at the file, you have a VIP Standard, which covers hospitals, doctors and medications. And then you have the MEC Pellerix, which covers preventative healthcare services as well.

Speaker speaker_2: Oh, okay. Good, okay. 'Cause I don't know, I was thinking... So I do have, let's say, if I had to go to the emergency room or something like that, uh, or if I had hospital stay, I've got coverage to take care of stuff like that.

Speaker speaker_1: Correct. Yes, sir.

Speaker speaker_2: Okay. All right. I was just checking. Okay. Well, look, sir, I, I appreciate your time and your patience. Thank you so much.

Speaker speaker_1: You're welcome. You have a great day, Ben, okay?

Speaker speaker_2: You do, you do the same now. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.