

Transcript: Justin

Mills-5594273773174784-6369143285006336

Full Transcript

Thank you for calling Benefit Center Card. This is Justin. How can I help you today? Hi, Justin. This is Lee Russ, L-E-E-R-U-S-S. I work at FLEX. And I'm having issues finding my insurance. I'm at the doctor's office and they don't have a number or anything. Um, I can possibly email you information. With the numbers and all the, uh, uh, doctor's office can use? Yes, sir. Like policy numbers, group numbers, claim, uh, claim numbers, stuff like that. Yes, sir. Okay. Hold on 1 second. Okay. What's that staffing agency you work for? Uh, TCR, I believe. TRC. Okay, so TRC Staffing? Yes. And what's the last four of your Social? 7797. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Lee? 218 Calcutta Drive, West Columbia, South Carolina 29172. And confirm your date of birth for me. 2/15/60. And a good telephone number has 803-447-5627. Correct. And the email address is retroflexlee@gmail.com. Yes. Okay, um, here... Um, uh, think I need to change that, uh, uh, email address. I mean... Okay. I know - Your temperature will be off. - Oh, wow. Here, what's a good email for you? Leeruss@gmail.com. At gmail? Okay. Let's see here. Well, here, do you mind if I place you on a brief hold while I email you all of that information? Okay, thank you. You're welcome. All right, bye now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. This is Lee Russ, L-E-E-R-U-S-S. I work at FLEX. And I'm having issues finding my insurance. I'm at the doctor's office and they don't have a number or anything.

Speaker speaker_0: Um, I can possibly email you information.

Speaker speaker_1: With the numbers and all the, uh, uh, doctor's office can use?

Speaker speaker_0: Yes, sir. Like policy numbers, group numbers, claim, uh, claim numbers, stuff like that. Yes, sir.

Speaker speaker_1: Okay. Hold on 1 second.

Speaker speaker_0: Okay. What's that staffing agency you work for?

Speaker speaker_1: Uh, TCR, I believe. TRC.

Speaker speaker_0: Okay, so TRC Staffing?

Speaker speaker_1: Yes.

Speaker speaker_0: And what's the last four of your Social?

Speaker speaker_1: 7797.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Lee?

Speaker speaker_1: 218 Calcutta Drive, West Columbia, South Carolina 29172.

Speaker speaker_0: And confirm your date of birth for me.

Speaker speaker_1: 2/15/60.

Speaker speaker_0: And a good telephone number has 803-447-5627.

Speaker speaker_1: Correct.

Speaker speaker_0: And the email address is retroflexlee@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, um, here...

Speaker speaker_1: Um, uh, think I need to change that, uh, uh, email address. I mean...

Speaker speaker_0: Okay.

Speaker speaker_1: I know -

Speaker speaker_2: Your temperature will be off. - Oh, wow.

Speaker speaker_0: Here, what's a good email for you?

Speaker speaker_1: Leeruss@gmail.com.

Speaker speaker_0: At gmail? Okay. Let's see here. Well, here, do you mind if I place you on a brief hold while I email you all of that information?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_1: All right, bye now.