

## **Transcript: Justin**

**Mills-5755121762222080-5139234021621760**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. I just want to make sure that... I'm going to visit an urgent care, um, company, or a- ... place, and I just want to make sure that I'm covered for it. Yeah. Let me check on that. Um, what's that staffing agency you work for? Um, Creative Circle. And the last four of your Social? 1044. And what was your first and last name? Um, Michael Carione. Carione. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Michael? Um, I just moved, but I think what should be on there is 248 McKibben Street, uh, Unit N, uh, Brooklyn, New York 11206. Okay. And confirm your date of birth for me? April 2, 1990. And a good telephone number have a 619-940-0129? Yes. And the email has karen... or korean... ugh. The last name, in90@icloud.com. Sorry. Yes. That's fine. Yep. Okay. Um, so looking at the calendar, you are currently active in the coverage for this week. Um, you do have the Ensure Plus Basic, which does cover hospitals, doctors and medications, as well as the MBC TeleRx which covers your preventative services as well. Okay, great. Um, so I know that whenever, uh, if, if my paycheck skips a week, I have to find another way to pay. And I think it's going to skip this week because I forgot to turn in my timesheet. Um, when... where would I pay that? Um, so, so if you don't receive a paycheck this week, you would call in on Monday the 12th to make a direct payment to us specifically at Benefits and a Card, and then- Uh-huh. ... you will become active in the coverage for that week. Okay, cool. Um, and that would be the same number that I called right now? The Benefits- Correct. ... and a Card number? Yes, sir. Okay. Cool. Uh, great. I, I think that's all I needed to, uh, confirm. Awesome. Well, you have a wonderful day. Okay, Michael? Thank you. You too. All right. Bye-bye. Bye-bye.

### **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: Hi, Justin. I just want to make sure that... I'm going to visit an urgent care, um, company, or a- ... place, and I just want to make sure that I'm covered for it.

Speaker speaker\_0: Yeah. Let me check on that. Um, what's that staffing agency you work for?

Speaker speaker\_1: Um, Creative Circle.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 1044.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Um, Michael Carione.

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

Speaker speaker\_1: Um, I just moved, but I think what should be on there is 248 McKibben Street, uh, Unit N, uh, Brooklyn, New York 11206.

Speaker speaker\_0: Okay. And confirm your date of birth for me?

Speaker speaker\_1: April 2, 1990.

Speaker speaker\_0: And a good telephone number have a 619-940-0129?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email has karen... or korean... ugh. The last name, in90@icloud.com. Sorry.

Speaker speaker\_1: Yes. That's fine. Yep.

Speaker speaker\_0: Okay. Um, so looking at the calendar, you are currently active in the coverage for this week. Um, you do have the Ensure Plus Basic, which does cover hospitals, doctors and medications, as well as the MBC TeleRx which covers your preventative services as well.

Speaker speaker\_1: Okay, great. Um, so I know that whenever, uh, if, if my paycheck skips a week, I have to find another way to pay. And I think it's going to skip this week because I forgot to turn in my timesheet. Um, when... where would I pay that?

Speaker speaker\_0: Um, so, so if you don't receive a paycheck this week, you would call in on Monday the 12th to make a direct payment to us specifically at Benefits and a Card, and then-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... you will become active in the coverage for that week.

Speaker speaker\_1: Okay, cool. Um, and that would be the same number that I called right now? The Benefits-

Speaker speaker\_0: Correct.

Speaker speaker\_1: ... and a Card number?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. Cool. Uh, great. I, I think that's all I needed to, uh, confirm.

Speaker speaker\_0: Awesome. Well, you have a wonderful day. Okay, Michael?

Speaker speaker\_1: Thank you. You too.

Speaker speaker\_0: All right. Bye-bye.

Speaker speaker\_1: Bye-bye.