

## **Transcript: Justin**

**Mills-5781013073444864-5482732074254336**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Oh, hi. My na- my name is Janos, and I'm supposed to have benefits from the beginning of this week. But as looked yesterday, and I still don't have my IDs for benefits. Okay. Um, what's the staffing agency you work for? Uh, Terra Staffing, or Ware Stella, I think. Uh, they changed their name. Either Terra or Ware Stella. Okay, so Terra Staffing, and the last four of your social? Yes. Last four of your social? 4795. And for security purposes, can you verify the home address, including city, state and zip code? Okay. 415 Lakeview Road, S11, Greenwood, Washington, 98087. And confirm your date of birth? 08/14/1961. And your current telephone number I have is 425-563-5991. Yes. That is what I'm calling from. And the email I have is szamosj@yahoo.com. Yes, that is correct. Okay. So looking at the file, it looks like you became active in the coverage as of yet, on Monday the 2nd, so you should be receiving physical ID cards early next week. However, if you did call back Thursday or Friday of this week, we can actually email the ID cards to you then, because it does take at least 72 hours for the insurance carrier to generate policy information. Oh, okay. I would appreciate if you could email those cards to me, first. Okay. Um, so like I said, unfortunately they're not available right now. Uh, but if you did call back tomorrow or Friday of this week, we can email them to you then. Oh, okay. Right, okay. I will come back on Friday, then. Okay. And is there anything else I could help you out with today? Okay, that's all. Awesome. Well, you have a wonderful day, okay? Thank you. All right, 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 and Occur. This is Justin. How can I help you today?

Speaker speaker\_2: Oh, hi. My na- my name is Janos, and I'm supposed to have benefits from the beginning of this week. But as looked yesterday, and I still don't have my IDs for benefits.

Speaker speaker\_1: Okay. Um, what's the staffing agency you work for?

Speaker speaker\_2: Uh, Terra Staffing, or Ware Stella, I think. Uh, they changed their name. Either Terra or Ware Stella.

Speaker speaker\_1: Okay, so Terra Staffing, and the last four of your social?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Last four of your social?

Speaker speaker\_2: 4795.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and zip code?

Speaker speaker\_2: Okay. 415 Lakeview Road, S11, Greenwood, Washington, 98087.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: 08/14/1961.

Speaker speaker\_1: And your current telephone number I have is 425-563-5991.

Speaker speaker\_2: Yes. That is what I'm calling from.

Speaker speaker\_1: And the email I have is szamosj@yahoo.com.

Speaker speaker\_2: Yes, that is correct.

Speaker speaker\_1: Okay. So looking at the file, it looks like you became active in the coverage as of yet, on Monday the 2nd, so you should be receiving physical ID cards early next week. However, if you did call back Thursday or Friday of this week, we can actually email the ID cards to you then, because it does take at least 72 hours for the insurance carrier to generate policy information.

Speaker speaker\_2: Oh, okay. I would appreciate if you could email those cards to me, first.

Speaker speaker\_1: Okay. Um, so like I said, unfortunately they're not available right now. Uh, but if you did call back tomorrow or Friday of this week, we can email them to you then.

Speaker speaker\_2: Oh, okay. Right, okay. I will come back on Friday, then.

Speaker speaker\_1: Okay. And is there anything else I could help you out with today?

Speaker speaker\_2: Okay, that's all.

Speaker speaker\_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_2: Thank you.

Speaker speaker\_1: All right, bye-bye.

Speaker speaker\_2: Bye.