

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Mr. Jeff. How you doing? This is Kelvin Palmer. I work with, uh, MAU Staffing. And, uh, I'm trying to see if I got dental insurance, and I need a, a provider. Yeah, let me check on that for you. So MAU, what's the last four of your social? 1423. And what was your first and last name again? I'm sorry. Kelvin Palmer. And for security purposes, could you verify your home address, including city, state and zip code? Uh, 302 North Cottage Street, Apartment, um, A. State where it's zoned 30458. But- And confirm your date of birth? 11/14/1985. And a good telephone number has a 762-358-2076. Yes, sir. And the email I have is palmercalvin8@gmail? Yes, sir. Okay. Um, so you were needing dental providers, is that correct? Yes. Do I have it? Uh, yes, sir. So you do have dental and the MEC standalone, which is your medical plan. Um, however, through... So to find dental providers, I can provide you with Carrington's telephone number and if you provide them with your zip code- Mm-hmm. ... they can give you a list of dental providers in that location. Okay. So can, can you do all this to my email? Yeah, I can send all of that information to your email. And can you send my card, too? I need a, um, 'cause I got, I got somebody that I've been messing with and, um, I'm trying to see if I need... I'm trying to see if my option is best to stick it out with them 'cause they, they the ones been doing my work. I totally understand. Um, so I'll go ahead- And I- ... and search up that ID card and email it to you as well as include that telephone number as well. Um, you still need to- You still don't got a provider? You still don't got the prov- provider number? I can provide the name. Do you want the- I need the name, the name, the name of the insurance carrier. Oh, well, the insurance carrier is American Public Life. Is that what you were asking? Yeah, yes, sir. But go ahead and spell me all that other stuff, too. American Public Life. American Public Life. Yes, sir. It's the insurance carrier. Okay. Okay, but bear with me one second while I email you that information, okay? I can't believe this. I can't believe this. I had to work. I had to work. You gotta keep trying. Keep trying. You ain't got it. I don't want y'all to leave me here crying. I'm... Oh, man. Do you know when this one's coming back home? I don't know. What y'all doing sitting at home? Huh? You think he's just being friendly? Huh? He looks like a friend to you? Yeah. Well, if, if, if when, if and when, but if when, but if the word say ain't- I think, I think it's for real. No. That wasn't just him doing that. That's why I'm saying . So how do you spell your girl's name? Got it. Got it. Going through some shit. But it, it, it means I don't need anything else. I don't need no, I don't need no hook. Yeah.

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, Mr. Jeff. How you doing? This is Kelvin Palmer. I work with, uh, MAU Staffing. And, uh, I'm trying to see if I got dental insurance, and I need a, a provider.

Speaker speaker_0: Yeah, let me check on that for you. So MAU, what's the last four of your social?

Speaker speaker_1: 1423.

Speaker speaker_0: And what was your first and last name again? I'm sorry.

Speaker speaker_1: Kelvin Palmer.

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

Speaker speaker_1: Uh, 302 North Cottage Street, Apartment, um, A. State where it's zoned 30458. But-

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 11/14/1985.

Speaker speaker_0: And a good telephone number has a 762-358-2076.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is palmercalvin8@gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Um, so you were needing dental providers, is that correct?

Speaker speaker_1: Yes. Do I have it?

Speaker speaker_0: Uh, yes, sir. So you do have dental and the MEC standalone, which is your medical plan. Um, however, through... So to find dental providers, I can provide you with Carrington's telephone number and if you provide them with your zip code-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... they can give you a list of dental providers in that location.

Speaker speaker_1: Okay. So can, can you do all this to my email?

Speaker speaker_0: Yeah, I can send all of that information to your email.

Speaker speaker_1: And can you send my card, too? I need a, um, 'cause I got, I got somebody that I've been messing with and, um, I'm trying to see if I need... I'm trying to see if my option is best to stick it out with them 'cause they, they the ones been doing my work.

Speaker speaker_0: I totally understand. Um, so I'll go ahead-

Speaker speaker_1: And I-

Speaker speaker_0: ... and search up that ID card and email it to you as well as include that telephone number as well. Um, you still need to-

Speaker speaker_1: You still don't got a provider? You still don't got the prov- provider number?

Speaker speaker_0: I can provide the name. Do you want the-

Speaker speaker_1: I need the name, the name, the name of the insurance carrier.

Speaker speaker_0: Oh, well, the insurance carrier is American Public Life. Is that what you were asking?

Speaker speaker_1: Yeah, yes, sir. But go ahead and spell me all that other stuff, too. American Public Life. American Public Life.

Speaker speaker_0: Yes, sir. It's the insurance carrier.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, but bear with me one second while I email you that information, okay?

Speaker speaker_1: I can't believe this. I can't believe this. I had to work. I had to work.

Speaker speaker_2: You gotta keep trying. Keep trying. You ain't got it.

Speaker speaker_3: I don't want y'all to leave me here crying. I'm... Oh, man.

Speaker speaker_1: Do you know when this one's coming back home?

Speaker speaker_3: I don't know.

Speaker speaker_1: What y'all doing sitting at home? Huh?

Speaker speaker_3: You think he's just being friendly?

Speaker speaker_1: Huh?

Speaker speaker_3: He looks like a friend to you?

Speaker speaker_1: Yeah. Well, if, if, if when, if and when, but if when, but if the word say ain't-

Speaker speaker_3: I think, I think it's for real.

Speaker speaker_1: No. That wasn't just him doing that.

Speaker speaker_3: That's why I'm saying .

Speaker speaker_0: So how do you spell your girl's name?

Speaker speaker_1: Got it. Got it. Going through some shit. But it, it, it means I don't need anything else. I don't need no, I don't need no hook. Yeah.