

## **Transcript: Justin**

**Mills-5978882498936832-5320531121324032**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. This is Justin. How can I help you today? Justin, my name is Barbara Dominguez and I'm calling with insurance information for my spouse. Okay. Um, what's the staffing agency you work for? Uh, Terra, and then they just changed their name and I... Let's see. Versatella? Terra? Versatella. And the last four of your Social? Two, three, four, five. And for security purposes, can you verify your home address, including city, state and zip code, Barbara? Sure. 10702 Eustace Hunt Road East. Topic? Graham, Washington 98338. And your date of birth? 2/1/1967. And a good telephone number has 253-293-9306. That's correct. An email has bobbybob@comcast.net. Mm-hmm. Yes. Okay. Let's see here. Yeah, so let me add it- Mm-hmm. ... add John's Social down real quick. And what's John's Social? Uh, 571-73-6466. And just to confirm- Mm-hmm. ... 571-73-6466. Okay. 571-73-6466. Okay. I'm sorry my dogs are being stinkers. No worries. And his date of birth was June 28th of '69? Yes. Okay. Um, so I went ahead and- And he is a junior. He's a junior. Okay. So I went ahead and added John's Social down to the coverage. Is there anything else I can help you out with today, Barbara? Nope, that's gonna do it. I appreciate your help. You're welcome. You have a great day, okay? You too. Bye-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 Center Card. This is Justin. How can I help you today?

Speaker speaker\_2: Justin, my name is Barbara Dominguez and I'm calling with insurance information for my spouse.

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

Speaker speaker\_2: Uh, Terra, and then they just changed their name and I... Let's see. Versatella? Terra?

Speaker speaker\_1: Versatella. And the last four of your Social?

Speaker speaker\_2: Two, three, four, five.

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

Speaker speaker\_2: Sure. 10702 Eustace Hunt Road East. Topic? Graham, Washington 98338.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 2/1/1967.

Speaker speaker\_1: And a good telephone number has 253-293-9306.

Speaker speaker\_2: That's correct.

Speaker speaker\_1: An email has bobbybob@comcast.net.

Speaker speaker\_2: Mm-hmm. Yes.

Speaker speaker\_1: Okay. Let's see here. Yeah, so let me add it-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... add John's Social down real quick. And what's John's Social?

Speaker speaker\_2: Uh, 571-73-6466.

Speaker speaker\_1: And just to confirm-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 571-73-6466.

Speaker speaker\_2: Okay. 571-73-6466.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I'm sorry my dogs are being stinkers.

Speaker speaker\_1: No worries. And his date of birth was June 28th of '69?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Um, so I went ahead and-

Speaker speaker\_2: And he is a junior.

Speaker speaker\_1: He's a junior. Okay. So I went ahead and added John's Social down to the coverage. Is there anything else I can help you out with today, Barbara?

Speaker speaker\_2: Nope, that's gonna do it. I appreciate your help.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Bye-bye.