

Transcript: Justin

Mills-5997227647483904-5266282598416384

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 200 card. This is Justin. How can I help you today? Hey. How are you? I'm doing pretty well, and yourself? I'm good. Um, I was calling to see how do your benefits, so I received a card in the mail from my job. Um, yeah, what's the staffing agency you work for? Crown. Uh, so Crown. So, I do know that Crown Services automatically enrolls their new hires into the MEC TeleRx, usually 30 days after their first paycheck. Um, however, I can pull your file for you to confirm that information. Okay. Okay, so Crown Services. What's the last four of your Social? 8673. And what was your first and last name? Shaquita Pettway. Okay. And for security purposes, could you verify your home address, including city, state and zip code? 5221 Jefferson Avenue Southwest, 35221, Birmingham, Alabama. And your date of birth? 08/07/97. And a good telephone number have is 251-349-4650. Correct. And the email have as Shaquita Pettway 0@gmail? Yeah. Okay, so looking at the file, yes, so it does tell me that, uh, Crown automatically enrolled you into the MEC TeleRx. However, the MEC TeleRx does, uh, covers all of your preventative healthcare services, so like your physicals, diabetes screenings, vaccinations, yearly exams, stuff like that, um, so pretty much things that generally make you stay healthy. So how can we go back to a dental cleaning? Um, so I'm not seeing anything regarding dental. It's just medical. Okay, okay. So I was probably on the wrong website. Okay. Is there anything else I could help you out with today? No. Thank you so much. You're welcome. You have a great day, okay? Yeah. All right, 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 200 card. This is Justin. How can I help you today?

Speaker speaker_2: Hey. How are you?

Speaker speaker_1: I'm doing pretty well, and yourself?

Speaker speaker_2: I'm good. Um, I was calling to see how do your benefits, so I received a card in the mail from my job.

Speaker speaker_1: Um, yeah, what's the staffing agency you work for?

Speaker speaker_2: Crown.

Speaker speaker_1: Uh, so Crown. So, I do know that Crown Services automatically enrolls their new hires into the MEC TeleRx, usually 30 days after their first paycheck. Um, however, I can pull your file for you to confirm that information.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, so Crown Services. What's the last four of your Social?

Speaker speaker_2: 8673.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Shaquita Pettway.

Speaker speaker_1: Okay. And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_2: 5221 Jefferson Avenue Southwest, 35221, Birmingham, Alabama.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 08/07/97.

Speaker speaker_1: And a good telephone number have is 251-349-4650.

Speaker speaker_2: Correct.

Speaker speaker_1: And the email have as Shaquita Pettway 0@gmail?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, so looking at the file, yes, so it does tell me that, uh, Crown automatically enrolled you into the MEC TeleRx. However, the MEC TeleRx does, uh, covers all of your preventative healthcare services, so like your physicals, diabetes screenings, vaccinations, yearly exams, stuff like that, um, so pretty much things that generally make you stay healthy.

Speaker speaker_2: So how can we go back to a dental cleaning?

Speaker speaker_1: Um, so I'm not seeing anything regarding dental. It's just medical.

Speaker speaker_2: Okay, okay. So I was probably on the wrong website. Okay.

Speaker speaker_1: Is there anything else I could help you out with today?

Speaker speaker_2: No. Thank you so much.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right, bye-bye.