

## **Transcript: Justin**

**Mills-6019815963574272-4804247068557312**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Um, I had signed up for Benefits on a Card maybe through my job, like maybe, uh, two weeks ago. And the lady who I talked to, she told me once I start seeing it getting deducted out of my paycheck to give y'all a call so she can mail me the actual card. Yeah, let me check on that for you. Uh, what's the staffing agency you work for? HSS. And the last four of your social? 1284. And what was your first and last name? First name is Catoga, C-A-T-O-G-A. And my last name is Young, Y-O-U-N-G. And for security purposes, can you verify the home address, including city, state and zip code? 1138 Coretta Way, Orlando, Florida 32805. And confirm your date of birth. 5/10/1975. And I guess a telephone number I have is 407-697-0852. Yes, sir. And the email I have is youngcatoga0@gmail? Yes, sir. Okay, so checking the calendar, it looks like you became active in the coverage as of today, 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 the insurance carrier at least 72 hours to generate policy information. Um, but yes, sir, you are currently active in the coverage. Okay, so you're saying the card will be mailed out? Yes, sir. And you should receive it early next week. Okay. Yes, sir. Okay. Okay. Well, is there anything else I could help you out with today, Mr. Young? No, sir. That was it. Awesome. Well, thank you for calling Benefits on a Card, and I hope you have a wonderful day, okay? Okay. All right. Bye-bye. All right.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Um, I had signed up for Benefits on a Card maybe through my job, like maybe, uh, two weeks ago. And the lady who I talked to, she told me once I start seeing it getting deducted out of my paycheck to give y'all a call so she can mail me the actual card.

Speaker speaker\_1: Yeah, let me check on that for you. Uh, what's the staffing agency you work for?

Speaker speaker\_2: HSS.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 1284.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: First name is Catoga, C-A-T-O-G-A. And my last name is Young, Y-O-U-N-G.

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

Speaker speaker\_2: 1138 Coretta Way, Orlando, Florida 32805.

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

Speaker speaker\_2: 5/10/1975.

Speaker speaker\_1: And I guess a telephone number I have is 407-697-0852.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email I have is youngcatoga0@gmail?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay, so checking the calendar, it looks like you became active in the coverage as of today, 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 the in- insurance carrier at least 72 hours to generate policy information. Um, but yes, sir, you are currently active in the coverage.

Speaker speaker\_2: Okay, so you're saying the card will be mailed out?

Speaker speaker\_1: Yes, sir. And you should receive it early next week.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Well, is there anything else I could help you out with today, Mr. Young?

Speaker speaker\_2: No, sir. That was it.

Speaker speaker\_1: Awesome. Well, thank you for calling Benefits on a Card, and I hope you have a wonderful day, okay?

Speaker speaker\_2: Okay.

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

Speaker speaker\_2: All right.