

## **Transcript: Justin**

**Mills-6040707985260544-4864288794034176**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Beni... How can I help you today? Hello. Um, my name is Shaylin. I wanted to double check on my benefits. Um, I set them up two weeks ago on the same line. Um, I just want to make sure that they're being taken out of my paycheck. Okay. What's the staffing agency you work for? Create a Circle. And the last four of your Social? 4007. And what was your first and last name again? I'm sorry. Shaylin Vitale. And for security purposes, can you verify the home address, including city, state, and zip code, Shaylin? 26 Flume Road, Gloucester, Mass 01930. And your date of birth? August 26, 1996. And a good telephone number I have is 978-879-8094. Correct. And the email I have is your first dot your last name at gmail? Yep. That's, that's correct. Okay. So looking at the calendar, it looks like you became active in the coverage as of today, the 11th. So you should be receiving physical ID cards early next week. However, if you did call back Thursday or Friday 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. Oh, no worries. That's good. I just wanted to make sure I was being covered. Um, yes, you are currently active in the coverage. Yes, ma'am. Okay. Perfect, thank you that you answered that for me. Awesome. Is there anything else I can help you with today, Shaylin? No, I'm all set. Thank you. You're welcome. You have a great day, okay? Sure. 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 Beni... How can I help you today?

Speaker speaker\_2: Hello. Um, my name is Shaylin. I wanted to double check on my benefits. Um, I set them up two weeks ago on the same line. Um, I just want to make sure that they're being taken out of my paycheck.

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

Speaker speaker\_2: Create a Circle.

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

Speaker speaker\_2: 4007.

Speaker speaker\_1: And what was your first and last name again? I'm sorry.

Speaker speaker\_2: Shaylin Vitale.

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

Speaker speaker\_2: 26 Flume Road, Gloucester, Mass 01930.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: August 26, 1996.

Speaker speaker\_1: And a good telephone number I have is 978-879-8094.

Speaker speaker\_2: Correct.

Speaker speaker\_1: And the email I have is your first dot your last name at gmail?

Speaker speaker\_2: Yep. That's, that's correct.

Speaker speaker\_1: Okay. So looking at the calendar, it looks like you became active in the coverage as of today, the 11th. So you should be receiving physical ID cards early next week. However, if you did call back Thursday or Friday 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.

Speaker speaker\_2: Oh, no worries. That's good. I just wanted to make sure I was being covered.

Speaker speaker\_1: Um, yes, you are currently active in the coverage. Yes, ma'am.

Speaker speaker\_2: Okay. Perfect, thank you that you answered that for me.

Speaker speaker\_1: Awesome. Is there anything else I can help you with today, Shaylin?

Speaker speaker\_2: No, I'm all set. Thank you.

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

Speaker speaker\_2: Sure. Bye.

Speaker speaker\_1: Bye-bye.