

## **Transcript: Justin**

**Mills-6048340171210752-5758561437270016**

### **Full Transcript**

Thank you for... Hello? Hi, this is Justin. How can I help you today? Yeah. My name is Stella. How can I help you today? Yes, my name is Stella Ma... um, Marvella. I'm with OnTrack. Um, I would like to know is my insurance already kicked in? Okay. So OnTrack Staffing, what's the last four of your social? 0779- And for security purposes, can you verify your home address, including city, state and zip code? My home address is 601 Park... Park... um, Rye- rye El-Rye Ell Way, Euless, Texas. The zip code is 7609... 039. I'm sorry. And your date of birth? 01-01-1988. And a good telephone number I have is 682-451-8738. That's correct. And the email I have is Stella, your last name, @gmail? That's correct. Okay, so looking at the calendar, it looks like you became active in the coverage as of yesterday, so you should be receiving your 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 numbers. If, if on Friday? I didn't hear that well. If what? I stated if you called back Thursday or Friday, we can email the ID cards to you then, just so you have them. So I need to call back or you guys would just send it automatically? No, you would have to call back Thursday or Friday and request them. Why I need to request? It's not automatically you're supposed to send them? Well, physical ID cards are automatically sent out. Like I said earlier, you will receive those early next week. Oh, okay. However, if you were needing your ID cards before the physical ones arrive, you would call Thursday or Friday of this week to get them emailed to you. Oh, okay. All right. So what is, um, what is the name of the insurance, please? Um, so the insurance carrier is American Public Life. American... um... American Public? Um, American Public Life. Yes. Public Life. Okay. American Public Life. Okay. Thank you. You're welcome. Is there anything else I could assist you with today? No, sir. Thank you so much. You're welcome. You have a great day, okay? Thank you, you too. All right, bye-bye. Goodbye.

### **Conversation Format**

Speaker speaker\_0: Thank you for...

Speaker speaker\_1: Hello?

Speaker speaker\_0: Hi, this is Justin. How can I help you today?

Speaker speaker\_1: Yeah. My name is Stella.

Speaker speaker\_0: How can I help you today?

Speaker speaker\_1: Yes, my name is Stella Ma-... um, Marvella. I'm with OnTrack. Um, I would like to know is my insurance already kicked in?

Speaker speaker\_0: Okay. So OnTrack Staffing, what's the last four of your social?

Speaker speaker\_1: 0779-

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker\_1: My home address is 601 Park... Park... um, Rye- rye El- Rye Ell Way, Euless, Texas. The zip code is 7609... 039. I'm sorry.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 01-01-1988.

Speaker speaker\_0: And a good telephone number I have is 682-451-8738.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: And the email I have is Stella, your last name, @gmail?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Okay, so looking at the calendar, it looks like you became active in the coverage as of yesterday, so you should be receiving your 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 numbers.

Speaker speaker\_1: If, if on Friday? I didn't hear that well. If what?

Speaker speaker\_0: I stated if you called back Thursday or Friday, we can email the ID cards to you then, just so you have them.

Speaker speaker\_1: So I need to call back or you guys would just send it automatically?

Speaker speaker\_0: No, you would have to call back Thursday or Friday and request them.

Speaker speaker\_1: Why I need to request? It's not automatically you're supposed to send them?

Speaker speaker\_0: Well, physical ID cards are automatically sent out. Like I said earlier, you will receive those early next week.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: However, if you were needing your ID cards before the physical ones arrive, you would call Thursday or Friday of this week to get them emailed to you.

Speaker speaker\_1: Oh, okay. All right. So what is, um, what is the name of the insurance, please?

Speaker speaker\_0: Um, so the insurance carrier is American Public Life.

Speaker speaker\_1: American... um... American Public?

Speaker speaker\_0: Um, American Public Life. Yes.

Speaker speaker\_1: Public Life. Okay. American Public Life. Okay. Thank you.

Speaker speaker\_0: You're welcome. Is there anything else I could assist you with today?

Speaker speaker\_1: No, sir. Thank you so much.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: Thank you, you too.

Speaker speaker\_0: All right, bye-bye.

Speaker speaker\_1: Goodbye.