

## **Transcript: Justin**

**Mills-6485691470626816-5106794569056256**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hello. Uh, my name's Jacob Murphy. I was, um, I had a, uh, medical card for Focus Workplace Management, and I was wondering if it was still valid even though it's a temp service and I've been hired on. I was wondering if it's still... If I'm still, still covered. Yeah. Let me check on that for you. So Focus Workforce, what's the last four of your social? Uh, 1601. And for security purposes, could you verify your home address, including city, state and zip code, Jacob? Yep. Um, 6663 West 400 North Kokomo, Indiana 46901. And confirm your date of birth. November 3rd, 1994. And a good telephone number I have is 765-438-8768. Correct. And the email I have is jacobowenallenmurphy@gmail.com. Correct. Okay, so looking at the calendar, it looks like you are currently active in the coverage for this week. However, quick question, are you receiving a paycheck this week or no through Focus? Yes. Uh, not... I think this will be my last week, um, with Focus. I, I don't think I'll be paid by Focus this week. Okay. I'll be paid by the company. Okay. Uh- I got hired on, like, two weeks ago. Okay. Um, so since you stated you won't receive a paycheck through Focus this week, you wouldn't have active coverage next week. However, if you wanted to maintain the coverage through Focus, you do have the option to, uh, make up the four weeks of direct payments to maintain the coverage of Focus if you wanted to. I think I would want to do that. Would I call you next week when the... when the payment is supposed to go through? Um, yeah, so you would call us on Monday, uh, every Monday for the next four weeks to make that direct payment so you have coverage for that week. Awesome. Okay. Thank you very much, sir. Yeah. You're welcome. Is there anything else I could assist you with today, Jacob? I think that's it. Awesome. Well, you have a wonderful day. Have a good day. Bye. All right. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hello. Uh, my name's Jacob Murphy. I was, um, I had a, uh, medical card for Focus Workplace Management, and I was wondering if it was still valid even though it's a temp service and I've been hired on. I was wondering if it's still... If I'm still, still covered.

Speaker speaker\_0: Yeah. Let me check on that for you. So Focus Workforce, what's the last four of your social?

Speaker speaker\_1: Uh, 1601.

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

Speaker speaker\_1: Yep. Um, 6663 West 400 North Kokomo, Indiana 46901.

Speaker speaker\_0: And confirm your date of birth.

Speaker speaker\_1: November 3rd, 1994.

Speaker speaker\_0: And a good telephone number I have is 765-438-8768.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And the email I have is jacobowenallenmurphy@gmail.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay, so looking at the calendar, it looks like you are currently active in the coverage for this week. However, quick question, are you receiving a paycheck this week or no through Focus?

Speaker speaker\_1: Yes. Uh, not... I think this will be my last week, um, with Focus. I, I don't think I'll be paid by Focus this week.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I'll be paid by the company.

Speaker speaker\_0: Okay. Uh-

Speaker speaker\_1: I got hired on, like, two weeks ago.

Speaker speaker\_0: Okay. Um, so since you stated you won't receive a paycheck through Focus this week, you wouldn't have active coverage next week. However, if you wanted to maintain the coverage through Focus, you do have the option to, uh, make up the four weeks of direct payments to maintain the coverage of Focus if you wanted to.

Speaker speaker\_1: I think I would want to do that. Would I call you next week when the... when the payment is supposed to go through?

Speaker speaker\_0: Um, yeah, so you would call us on Monday, uh, every Monday for the next four weeks to make that direct payment so you have coverage for that week.

Speaker speaker\_1: Awesome. Okay. Thank you very much, sir.

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

Speaker speaker\_1: I think that's it.

Speaker speaker\_0: Awesome. Well, you have a wonderful day.

Speaker speaker\_1: Have a good day. Bye.

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