

## **Transcript: Justin**

**Mills-6713123553329152-6599079555153920**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, yes, I got sent a card in the mail, like, last week. I never got a chance to call y'all. And I didn't know if it was, like, I could be able to use it when I go see a doctor. Um, well, yeah, let me try pulling your file and see what you are enrolled into. What's that staffing agency you work for? Serge. And the last four of your social? 9766. Okay. And what was your first and last name? Anjalise Mitchell. Anjalise Mitchell, okay. And for security purposes, can you verify your home address, including city, state and zip code? 2437 Martin Luther, Apartment 1D. And your date of birth? 07012006. And a good telephone number. Have a 706-566-4946? Yes, sir. And do you have a good email? Anjalise Mitchell, my first and last name, 229 at gmail.com. At Gmail, okay. So let's see here. So looking at the file, it looks like Surge auto-enrolled you into the MEC TeleRx, which covers all of your preventative healthcare services, so like your physicals, diabetes screenings, yearly exams, stuff like that, as well as a subscription to FreeRx, which gives out free or discounted prescription coverage. So it covers medical. Okay, so I can use that at the doctor? Correct, for preventative services, yes, ma'am. Okay, so I can use it for my OB/GYN appointment? Correct, as long as it's preventative-wise, yes. Okay, thank you. I just wanted to make sure that I was on it, like I just, I didn't get sent a card, you know. Totally understand. Well, 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? You too. All right, bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi, yes, I got sent a card in the mail, like, last week. I never got a chance to call y'all. And I didn't know if it was, like, I could be able to use it when I go see a doctor.

Speaker speaker\_0: Um, well, yeah, let me try pulling your file and see what you are enrolled into. What's that staffing agency you work for?

Speaker speaker\_1: Serge.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 9766.

Speaker speaker\_0: Okay. And what was your first and last name?

Speaker speaker\_1: Anjalise Mitchell.

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

Speaker speaker\_1: 2437 Martin Luther, Apartment 1D.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 07012006.

Speaker speaker\_0: And a good telephone number. Have a 706-566-4946?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And do you have a good email?

Speaker speaker\_1: Anjalise Mitchell, my first and last name, 229 at gmail.com.

Speaker speaker\_0: At Gmail, okay. So let's see here. So looking at the file, it looks like Surge auto-enrolled you into the MEC TeleRx, which covers all of your preventative healthcare services, so like your physicals, diabetes screenings, yearly exams, stuff like that, as well as a subscription to FreeRx, which gives out free or discounted prescription coverage. So it covers medical.

Speaker speaker\_1: Okay, so I can use that at the doctor?

Speaker speaker\_0: Correct, for preventative services, yes, ma'am.

Speaker speaker\_1: Okay, so I can use it for my OB/GYN appointment?

Speaker speaker\_0: Correct, as long as it's preventative-wise, yes.

Speaker speaker\_1: Okay, thank you. I just wanted to make sure that I was on it, like I just, I didn't get sent a card, you know.

Speaker speaker\_0: Totally understand. Well, 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: You too.

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