

## **Transcript: Justin**

**Mills-6730228123353088-6054575594061824**

### **Full Transcript**

Thank you for calling Benefits Center Card. This is Justin. How can I help you today? Yeah, I'm just trying to see if my benefits are active. Okay. What's the staffing agency you work for? The Resource of Winston-Salem, North Carolina. Okay. So The Resource and the last four of your Social? Uh, 1845. And what was your first and last name? Brandon Colson. And for security purposes, can you verify your home address, including city, state and zip code, Brandon? 5652 Fox Hollow Lane, Winston-Salem, North Carolina. And your date of birth? 8/26/1992. And if the telephone number I have is 336-317-6836? Mm-hmm. And the email I have is bcolson432@gmail? Mm-hmm. Okay. So checking the calendar, it looks like you're not currently active in the coverage for this week. This week, how do I make myself active? Um, now are you still working with The Resource Company? I am, uh, uh, work is slow there. Um, it's a lot of people that, um, come through there, so the work is slow. It's hard, actually hard to get a job there, through there. But, um, I needed the insurance, like my eye insurance. Okay. Um- And I was just wanting to know what was the process even paying it out of pocket? Like, s- how do I go about using? Yeah. So I can accept a direct payment, uh, for you to become active in the coverage again. Um, your total premium would be \$43.85. And that will, uh, give me health insurance as well? Yes, sir. So all of the benefits that you had through The Resource Company will become active again. Yes, sir. Okay. Sure. Okay. What if I just wanted the demo in the eye? Uh, unfortunately, we can't do that, uh, 'cause we would have to make a direct... You would have to make a direct payment for everything that was offered to The Resource Company. Okay. Okay. So how... When, when y'all closed? Uh, we're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Standard Time. Okay. So y'all open till 8:00 PM? Correct. Okay. Um, could I, um... Could I, um... If I pay today, will it be active? When will it be active? Uh, as soon as the direct payment goes through. Oh, yeah. So if I pay today, I can use my eye insurance today? Correct. Okay. Um, uh, when... I'm going to... I'm fixing to go. I'm, uh, own my own business, so, um, I'm fixing to go do a job, and when I come back and I get time to sit down and get my card information and all that ready, um, I will make a payment and I just can call this number back, right? Yes, sir. Okay. Thank you. 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 Center Card. This is Justin. How can I help you today?

Speaker speaker\_1: Yeah, I'm just trying to see if my benefits are active.

Speaker speaker\_0: Okay. What's the staffing agency you work for?

Speaker speaker\_1: The Resource of Winston-Salem, North Carolina.

Speaker speaker\_0: Okay. So The Resource and the last four of your Social?

Speaker speaker\_1: Uh, 1845.

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

Speaker speaker\_1: Brandon Colson.

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

Speaker speaker\_1: 5652 Fox Hollow Lane, Winston-Salem, North Carolina.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 8/26/1992.

Speaker speaker\_0: And if the telephone number I have is 336-317-6836?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And the email I have is bcolson432@gmail?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay. So checking the calendar, it looks like you're not currently active in the coverage for this week.

Speaker speaker\_1: This week, how do I make myself active?

Speaker speaker\_0: Um, now are you still working with The Resource Company?

Speaker speaker\_1: I am, uh, uh, work is slow there. Um, it's a lot of people that, um, come through there, so the work is slow. It's hard, actually hard to get a job there, through there. But, um, I needed the insurance, like my eye insurance.

Speaker speaker\_0: Okay. Um-

Speaker speaker\_1: And I was just wanting to know what was the process even paying it out of pocket? Like, s- how do I go about using?

Speaker speaker\_0: Yeah. So I can accept a direct payment, uh, for you to become active in the coverage again. Um, your total premium would be \$43.85.

Speaker speaker\_1: And that will, uh, give me health insurance as well?

Speaker speaker\_0: Yes, sir. So all of the benefits that you had through The Resource Company will become active again. Yes, sir.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Sure.

Speaker speaker\_1: Okay. What if I just wanted the demo in the eye?

Speaker speaker\_0: Uh, unfortunately, we can't do that, uh, 'cause we would have to make a direct... You would have to make a direct payment for everything that was offered to The Resource Company.

Speaker speaker\_1: Okay. Okay. So how... When, when y'all closed?

Speaker speaker\_0: Uh, we're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Standard Time.

Speaker speaker\_1: Okay. So y'all open till 8:00 PM?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. Um, could I, um... Could I, um... If I pay today, will it be active? When will it be active?

Speaker speaker\_0: Uh, as soon as the direct payment goes through.

Speaker speaker\_1: Oh, yeah. So if I pay today, I can use my eye insurance today?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. Um, uh, when... I'm going to... I'm fixing to go. I'm, uh, own my own business, so, um, I'm fixing to go do a job, and when I come back and I get time to sit down and get my card information and all that ready, um, I will make a payment and I just can call this number back, right?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. Thank you.

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

Speaker speaker\_1: You too.

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