

## Transcript: VICTORIA

**Taylor-5472819746619392-6513683059097600**

### Full Transcript

Thank you for calling Benefits for the Courage. This is Victoria. How can I help you? Yeah, fine. It's Bethany Daley, and I just recently started, um, y'all's insurance. I haven't gotten a car yet, but I'm trying to find a dentist that takes that insurance in my area. Okay. Um- And I, I don't Have the- Do you know if your coverage is active yet? It's, it's... Um, well, uh, I've been... It started to come out in my check. This'll be the, this'll be week three and it says, "General vision and health." Okay. What's the name of the, uh, staffing agency that you work for? Focus Workforce Management. And the last four of your Social? Two, zero, two, eight. And your first and last name? Bethany Daley. Would it be under a different last name? Uh, no. Okay. So you said, uh, last four is two, zero, two, eight? Yes. Employer is Focus Workforce Management? Yes. Yeah. I'm not seeing, uh, you pop up. Okay. This'll be the third week in- First name? It's... My first name's Bethany. B-E-T-H-A-N-Y. And then last name is, uh, Daly. D-A-L-Y. Yeah. Yeah. D-A-L-Y. Yeah. Okay. What's your date of birth? 8/8/84. Okay. I have a file with that date of birth and first name, but it's a different last name. Turbo? Turn- Turnbo? That's my maiden name. Yeah. That's my maiden name. Okay. I didn't really think... Yeah. Turnbo is my maiden name. Okay. I've heard- Do you mind ver- Go ahead. Do you mind verifying your address and date of birth? Yes. 866 Richardson Road, Dresden, Tennessee 38225. And date of birth is August 8th, 1984. Phone number is 731-451-8248? Um, no, I've changed my phone number now. It's 514... Or 731-514-9717. That was a TextNow number. Okay. Thank you. And then email is gonna be Y-N-A-H-T-E-B-E-L-L-E-H-C-I-M@gmail.com. Yes. That's my name backwards. Yeah. Okay. So for dental providers you can either go onto the website AM public.com or I have a phone number. AM... I'll take both. You said AM public? Yes. A as in apple, M as in Mary- Yeah. ... public.com. Or the phone number 8- Can I have your number? 800- Okay. ... 290- Okay. ... 0523. 0523. All right. Thank you so much. You're welcome. Did you need help with anything else? That's all. You have a great day. You too. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits for the Courage. This is Victoria. How can I help you?

Speaker speaker\_1: Yeah, fine. It's Bethany Daley, and I just recently started, um, y'all's insurance. I haven't gotten a car yet, but I'm trying to find a dentist that takes that insurance in my area.

Speaker speaker\_0: Okay. Um-

Speaker speaker\_1: And I, I don't

Speaker speaker\_2: Have the-

Speaker speaker\_0: Do you know if your coverage is active yet?

Speaker speaker\_1: It's, it's... Um, well, uh, I've been... It started to come out in my check. This'll be the, this'll be week three and it says, "General vision and health."

Speaker speaker\_0: Okay. What's the name of the, uh, staffing agency that you work for?

Speaker speaker\_1: Focus Workforce Management.

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

Speaker speaker\_1: Two, zero, two, eight.

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

Speaker speaker\_1: Bethany Daley.

Speaker speaker\_0: Would it be under a different last name?

Speaker speaker\_1: Uh, no.

Speaker speaker\_0: Okay. So you said, uh, last four is two, zero, two, eight?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Employer is Focus Workforce Management?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Yeah. I'm not seeing, uh, you pop up.

Speaker speaker\_1: Okay. This'll be the third week in-

Speaker speaker\_0: First name?

Speaker speaker\_1: It's... My first name's Bethany. B-E-T-H-A-N-Y.

Speaker speaker\_0: And then last name is, uh, Daly. D-A-L-Y.

Speaker speaker\_1: Yeah. Yeah. D-A-L-Y. Yeah.

Speaker speaker\_0: Okay. What's your date of birth?

Speaker speaker\_1: 8/8/84.

Speaker speaker\_0: Okay. I have a file with that date of birth and first name, but it's a different last name. Turbo? Turn-

Speaker speaker\_1: Turnbo? That's my maiden name. Yeah. That's my maiden name. Okay. I didn't really think... Yeah. Turnbo is my maiden name.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I've heard-

Speaker speaker\_0: Do you mind ver-

Speaker speaker\_1: Go ahead.

Speaker speaker\_0: Do you mind verifying your address and date of birth?

Speaker speaker\_1: Yes. 866 Richardson Road, Dresden, Tennessee 38225. And date of birth is August 8th, 1984.

Speaker speaker\_0: Phone number is 731-451-8248?

Speaker speaker\_1: Um, no, I've changed my phone number now. It's 514... Or 731-514-9717. That was a TextNow number.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: And then email is gonna be  
Y-N-A-H-T-E-B-E-L-L-E-H-C-I-M@gmail.com.

Speaker speaker\_1: Yes. That's my name backwards.

Speaker speaker\_0: Yeah. Okay. So for dental providers you can either go onto the website AM public.com or I have a phone number.

Speaker speaker\_1: AM... I'll take both. You said AM public?

Speaker speaker\_0: Yes. A as in apple, M as in Mary-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... public.com. Or the phone number 8-

Speaker speaker\_1: Can I have your number?

Speaker speaker\_0: 800-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... 290-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... 0523.

Speaker speaker\_1: 0523. All right. Thank you so much.

Speaker speaker\_0: You're welcome. Did you need help with anything else?

Speaker speaker\_1: That's all. You have a great day.

Speaker speaker\_0: You too. Bye-bye.