

Transcript: VICTORIA

Taylor-6243544682774528-4932845553631232

Full Transcript

Thank you for calling Benefits in a Car. This is Victoria. How can I help you? Yes, I got an email from y'all and I was wondering what this was all about so I know what's going on. Okay. Uh, so we administer medical insurance if you work through, like, a staffing or a temp agency. Oh, okay. Do you work through a staffing agency? Uh, I work for a Hamilton/Riker. They told me they were a... the, um, agency that puts people in, uh, the Delta Plaza company. Okay, so- And I signed up through them and I was wondering when we's gonna get our cards. But this is the first, uh, information I got about it. Okay. Um, so I know ID cards are made and sent to you once the coverage is active, and it typically takes about seven to ten business days to get those. Um, so I can pull up your file and see if your coverage is active. Yeah, that'd be nice 'cause I signed up for it for, like, about three weeks ago. Okay. What's the last four of your Social? 2012. And your first and last name? Shawn Daniel Yocum. Okay. And do you mind verifying your address and date of birth? 109 Hillridge Court, uh, uh, Unit B, and that's in Bowling Green, Kentucky. 42101, I believe, is the zip. Birth is 7/20/20, uh, 1975. And phone number is 615-389-2311? Correct. And then email is wolfsbane.sly2@gmail? Correct. Okay, so it looks like your coverage just became active this week, so you should be getting the ID cards, uh, within... I would say by next week, 'cause like I said, it typically takes about seven to ten business days to get that. But let me see if I can look up digital copies for you, and if I can, um, I can send those to your email. And can I add in my wife's email as well so she can get it? Okay, sure. Hey, baby girl, what's your email? Yocum.Sharon@Yahoo.com. Okay, so it'll be Yocum, that's, uh, Y-O-C-U-M. Period. Period. Sharon, S-H-A-R-O-N, @Yahoo.com. Okay. Um, give me just a few seconds. Let me look up the ID cards and I will be right back. All right, thank you. Yes, sir. This ain't crazy background music. Yeah, it's probably gonna have more to follow up before we get the hard copy. Keep her nose. Keep her... We found her again. She hasn't been successful at hiding. They checked the parking, they checked the money, they checked the apartment parking, they haven't checked the houses. Hang on. No, there's nothing under the couch down there. Don't move on me, I'm talking to you. Keep checking everything. See if you can find something. Hmm? What? Yeah. All right. Yeah, I'm looking at the weather, man. It's blowing around, it's coming through here. Hello. You ready? What? Yeah. Look at this -- It's a scam. Is it really? Mm-hmm. It's a scam. Look at this. Oh. What is that? That's a doctor saying I'm supposed to take him to lower my cholesterol. All right, thank you so much for holding. So I just sent those ID cards to you. All right, I appreciate it, ma'am. You're welcome. Did you need help with anything else? Nope, I'll just go back to the email and, uh, activate the little account that it shows on, on there. Um, I was just making... My main thing was to make sure it wasn't a scam, 'cause there's so many scams that go out. I always wanna make sure it's legit before I fill anything out. I gotcha. Yeah, this is being offered through your employer, Hamilton Market Group. Okay. So... All right. Thank you,

ma'am. You're welcome. Have a good day. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Victoria. How can I help you?

Speaker speaker_1: Yes, I got an email from y'all and I was wondering what this was all about so I know what's going on.

Speaker speaker_0: Okay. Uh, so we administer medical insurance if you work through, like, a staffing or a temp agency.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Do you work through a staffing agency?

Speaker speaker_1: Uh, I work for a Hamilton/Riker. They told me they were a... the, um, agency that puts people in, uh, the Delta Plaza company.

Speaker speaker_0: Okay, so-

Speaker speaker_1: And I signed up through them and I was wondering when we's gonna get our cards. But this is the first, uh, information I got about it.

Speaker speaker_0: Okay. Um, so I know ID cards are made and sent to you once the coverage is active, and it typically takes about seven to ten business days to get those. Um, so I can pull up your file and see if your coverage is active.

Speaker speaker_1: Yeah, that'd be nice 'cause I signed up for it for, like, about three weeks ago.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: 2012.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Shawn Daniel Yocum.

Speaker speaker_0: Okay. And do you mind verifying your address and date of birth?

Speaker speaker_1: 109 Hillridge Court, uh, uh, Unit B, and that's in Bowling Green, Kentucky. 42101, I believe, is the zip. Birth is 7/20/20, uh, 1975.

Speaker speaker_0: And phone number is 615-389-2311?

Speaker speaker_1: Correct.

Speaker speaker_0: And then email is wolfsbane.sly2@gmail?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, so it looks like your coverage just became active this week, so you should be getting the ID cards, uh, within... I would say by next week, 'cause like I said, it typically takes about seven to ten business days to get that. But let me see if I can look up digital copies for you, and if I can, um, I can send those to your email.

Speaker speaker_1: And can I add in my wife's email as well so she can get it?

Speaker speaker_0: Okay, sure.

Speaker speaker_1: Hey, baby girl, what's your email?

Speaker speaker_2: Yocum.Sharon@Yahoo.com.

Speaker speaker_1: Okay, so it'll be Yocum, that's, uh, Y-O-C-U-M.

Speaker speaker_2: Period.

Speaker speaker_1: Period. Sharon, S-H-A-R-O-N, @Yahoo.com.

Speaker speaker_0: Okay. Um, give me just a few seconds. Let me look up the ID cards and I will be right back.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: This ain't crazy background music. Yeah, it's probably gonna have more to follow up before we get the hard copy. Keep her nose. Keep her... We found her again. She hasn't been successful at hiding. They checked the parking, they checked the money, they checked the apartment parking, they haven't checked the houses. Hang on. No, there's nothing under the couch down there. Don't move on me, I'm talking to you. Keep checking everything. See if you can find something. Hmm? What? Yeah. All right. Yeah, I'm looking at the weather, man. It's blowing around, it's coming through here.

Speaker speaker_3: Hello.

Speaker speaker_4: You ready?

Speaker speaker_3: What?

Speaker speaker_4: Yeah.

Speaker speaker_3: Look at this --

Speaker speaker_5: It's a scam.

Speaker speaker_3: Is it really?

Speaker speaker_5: Mm-hmm. It's a scam. Look at this.

Speaker speaker_3: Oh. What is that?

Speaker speaker_5: That's a doctor saying I'm supposed to take him to lower my cholesterol.

Speaker speaker_0: All righty, thank you so much for holding. So I just sent those ID cards to you.

Speaker speaker_3: All right, I appreciate it, ma'am.

Speaker speaker_0: You're welcome. Did you need help with anything else?

Speaker speaker_3: Nope, I'll just go back to the email and, uh, activate the little account that it shows on, on there. Um, I was just making... My main thing was to make sure it wasn't a scam, 'cause there's so many scams that go out. I always wanna make sure it's legit before I fill anything out.

Speaker speaker_0: I gotcha. Yeah, this is being offered through your employer, Hamilton Market Group.

Speaker speaker_3: Okay.

Speaker speaker_0: So...

Speaker speaker_3: All right. Thank you, ma'am.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_3: You too.

Speaker speaker_0: Thank you. Bye-bye.