

Transcript: Justin

Mills-4568018510200832-6050218342662144

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accords. This is Justin. How can I help you today? Hello. I'd like to continue my benefits. I'm just calling to confirm or verify, I guess. Okay, so everything should roll over automatically unless you wanted to make changes. However, I can pull your file for you to confirm if you were, uh, if everything was rolled over. Okay. Okay, what's the staffing agency you work for? Hmm. Crown, Crown Staffing Agency. And the last four of your Social? Eight, six, one, four. And your first and last name? Rachel McCain. And for security purposes, can you verify your home address, including city, state and zip code? Okay. 110 Wesleyan Street, Lockport, Illinois, 60441. And your date of birth? November 11, 1991. And a good telephone number have his 815-419-1819? Yes. And the email have his rmccall77@gmail or McKay@77@gmail? Yes. Okay, so looking at the file, it looks like you did, uh, everything did roll over. You have a future request set for enrollment for the same deductions, \$26.23. Okay. Okay, okay. Is there anything else I can help you with today? No, no, no. You're welcome. You have a great day, okay? Thanks. Okay. Bye-bye. All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and Accords. This is Justin. How can I help you today?

Speaker speaker_2: Hello. I'd like to continue my benefits. I'm just calling to confirm or verify, I guess.

Speaker speaker_1: Okay, so everything should roll over automatically unless you wanted to make changes. However, I can pull your file for you to confirm if you were, uh, if everything was rolled over.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, what's the staffing agency you work for?

Speaker speaker_2: Hmm. Crown, Crown Staffing Agency.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Eight, six, one, four.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Rachel McCain.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_2: Okay. 110 Wesleyan Street, Lockport, Illinois, 60441.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: November 11, 1991.

Speaker speaker_1: And a good telephone number have his 815-419-1819?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email have his rmccall77@gmail or McKay@77@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so looking at the file, it looks like you did, uh, everything did roll over. You have a future request set for enrollment for the same deductions, \$26.23.

Speaker speaker_2: Okay. Okay, okay.

Speaker speaker_1: Is there anything else I can help you with today?

Speaker speaker_2: No, no, no.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: Thanks. Okay. Bye-bye.

Speaker speaker_1: All right.