

Transcript: Justin

Mills-4585440737280000-6552472139644928

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card., this is Justin. How can I help you today? Uh, how you doing, Justin? My name's David. Um, I just need to get a verification. Last week, I had set up my benefits for Creative Circle as a new employee. Mm-hmm. Um, got the verification code, put it all in. Never received any type of acknowledgement that you received everything and it's done. I see. Um- Can you confirm that you've received it? Yeah, let me check on that. So Creative Circle, what's the last four of your Social? 1000. Yeah, the deadline's coming up, so now I'm kind of worried. Totally understand. What was your first and last name again? I'm sorry. David Eckstein. E-C-K-S-T-E-I-N. And for security purposes, can you verify your home address, including city, state and zip code? 14 Carriage Court, Dix Hills, New York 11746. And confirm your date of birth. 9/30/69. And a good telephone number, have us 516-356-7785. That'd be it. And the email I have is xtimeDavid@Hotmail? Yep. Okay, so let's see here. So looking at the file, it looks like you are in a pending request sent for enrollment, so you should be experiencing deductions this week for you to become active around Monday of next week. Okay. Yeah, 'cause, you know, what I was worried about is that the system never said, "Okay, we received all your input or whatever." Mm-hmm. So, I just got a text saying I should go ahead and do it, and I'm like, "I did do it." So I'm worried. Yes, sir. I totally understand. Um, so yes, sir, you are currently enrolled. You do have that pending request sent for enrollment. Um, but the text message you received was actually sent to all of the Creative Circle employees- Okay. ... letting them know that they were still in their open enrollment period. Okay. All right, great. Uh, thank you very much. You're welcome, David. You have a great day, okay? You too. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card., this is Justin. How can I help you today?

Speaker speaker_2: Uh, how you doing, Justin? My name's David. Um, I just need to get a verification. Last week, I had set up my benefits for Creative Circle as a new employee.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, got the verification code, put it all in. Never received any type of acknowledgement that you received everything and it's done.

Speaker speaker_1: I see. Um-

Speaker speaker_2: Can you confirm that you've received it?

Speaker speaker_1: Yeah, let me check on that. So Creative Circle, what's the last four of your Social?

Speaker speaker_2: 1000. Yeah, the deadline's coming up, so now I'm kind of worried.

Speaker speaker_1: Totally understand. What was your first and last name again? I'm sorry.

Speaker speaker_2: David Eckstein. E-C-K-S-T-E-I-N.

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

Speaker speaker_2: 14 Carriage Court, Dix Hills, New York 11746.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 9/30/69.

Speaker speaker_1: And a good telephone number, have us 516-356-7785.

Speaker speaker_2: That'd be it.

Speaker speaker_1: And the email I have is xtimeDavid@Hotmail?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay, so let's see here. So looking at the file, it looks like you are in a pending request sent for enrollment, so you should be experiencing deductions this week for you to become active around Monday of next week.

Speaker speaker_2: Okay. Yeah, 'cause, you know, what I was worried about is that the system never said, "Okay, we received all your input or whatever."

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So, I just got a text saying I should go ahead and do it, and I'm like, "I did do it." So I'm worried.

Speaker speaker_1: Yes, sir. I totally understand. Um, so yes, sir, you are currently enrolled. You do have that pending request sent for enrollment. Um, but the text message you received was actually sent to all of the Creative Circle employees-

Speaker speaker_2: Okay.

Speaker speaker_1: ... letting them know that they were still in their open enrollment period.

Speaker speaker_2: Okay. All right, great. Uh, thank you very much.

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

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye-bye.