

## **Transcript: Justin**

**Mills-4591755515183104-4666035162628096**

### **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? Hi, uh, this is Patrick Partner and I was, uh, going through my, uh, enrollment, uh, on Benefits on a Card, and I only have a real quick question. If I do nothing, uh, will I still have the, uh, same, uh, uh, enrollment selections, uh, as the past year or, uh, do I still have to submit my current enrollment, uh, uh, to the system? Um, so everything should roll over automatically if you don't want to make any changes. Now, unless you wanted to make changes, I would pull your file for you and confirm those changes and we can go from there. Um, but as of right now, I do know that everything that you did elect before will stay the same. Okay, can you do, okay, do this one, uh, with me, confirm that, uh, to make sure that everything is, uh, still- Yes, sir. What's the staffing agency you work for? Um, I'm working through Virtella, which used to be Terra Staffing and- Okay. ... uh, I'm working at North Coast, uh, in Auburn. Uh- Okay, so Terra Staffing, the last four of your social? Uh, 0629. And for security purposes, can you verify your home address, including city, state and zip code, Patrick? That's 1122 South 23rd Street, Interkoma, Washington, 98405. And your date of birth? Uh, that's December 24th, 1976. And a good telephone number have is 253-374-6471? That's right. Yeah. And the email I have is patrickvf1976 at gmail.com? Yeah, that's correct. Okay, so looking at the file, looks like everything did roll over. Uh, you had dental, vision, the VIP Plus bundle, and the MBC TeleRX all for employee only. So yes, sir, the everything did roll over automatically. Okay, sweet deal, that's all I needed to know. Uh, thank you very much. You're welcome. You have a great day, okay? Yeah, you have a happy new year. Bye-bye. Happy New Year to you too. 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: Hi, uh, this is Patrick Partner and I was, uh, going through my, uh, enrollment, uh, on Benefits on a Card, and I only have a real quick question. If I do nothing, uh, will I still have the, uh, same, uh, uh, enrollment selections, uh, as the past year or, uh, do I still have to submit my current enrollment, uh, uh, to the system?

Speaker speaker\_1: Um, so everything should roll over automatically if you don't want to make any changes. Now, unless you wanted to make changes, I would pull your file for you

and confirm those changes and we can go from there. Um, but as of right now, I do know that everything that you did elect before will stay the same.

Speaker speaker\_2: Okay, can you do, okay, do this one, uh, with me, confirm that, uh, to make sure that everything is, uh, still-

Speaker speaker\_1: Yes, sir. What's the staffing agency you work for?

Speaker speaker\_2: Um, I'm working through Virtella, which used to be Terra Staffing and-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... uh, I'm working at North Coast, uh, in Auburn. Uh-

Speaker speaker\_1: Okay, so Terra Staffing, the last four of your social?

Speaker speaker\_2: Uh, 0629.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and zip code, Patrick?

Speaker speaker\_2: That's 1122 South 23rd Street, Interkoma, Washington, 98405.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: Uh, that's December 24th, 1976.

Speaker speaker\_1: And a good telephone number have is 253-374-6471?

Speaker speaker\_2: That's right. Yeah.

Speaker speaker\_1: And the email I have is patrickvf1976 at gmail.com?

Speaker speaker\_2: Yeah, that's correct.

Speaker speaker\_1: Okay, so looking at the file, looks like everything did roll over. Uh, you had dental, vision, the VIP Plus bundle, and the MBC TeleRX all for employee only. So yes, sir, the everything did roll over automatically.

Speaker speaker\_2: Okay, sweet deal, that's all I needed to know. Uh, thank you very much.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: Yeah, you have a happy new year. Bye-bye.

Speaker speaker\_1: Happy New Year to you too. Bye-bye.