

Transcript: Justin

Mills-4653842370969600-4849663351767040

Full Transcript

Thank you for calling Benefits and Accords. This is Justin. How can I help you today? Justin, I spoke with a young woman, uh, she didn't leave her name. Uh, she's handling, uh, my information for me. My name is John Murphy. I'm an employee of HSS, Hospitality Staffing Services. Okay. And, um, uh, she had a qu- a couple of questions regarding my, uh... well, I filled out all my information, my life insurance. Uh, my life insurance is for me. Um, but I don't know if she had a question about it and, and I don't know what her name was. I'll have to check it out. Uh, are you in a big call center or something? There's only a few of you there? There's only a few of us here, but I can help further assist you. Um, so Ho- Hospitality Staffing Solutions, what's the last four of your Social? 3661. Let me see if I can get her name. Play the message again. And what was your first and last name? John, J-O-H-N, not J-O-N. And your last name? Murphy, uh, M- M-U-R-P-H-Y. And then- And for security purposes, could you verify your home address, including city, state and zip code, John? Uh, city, state and zip code, 33069, so Pompano Beach, Florida. Uh, state your home address, including city, state and zip code. Um, yeah, 4- 4221 Palm Aire Drive West, or West Palm Aire Drive, whatever, um, Apartment 105. And your date of birth? Building 140... Your date of birth? April 10th, 1970. And a good phone number to have is 754-220-6426. 6426, yeah. And the email has miamifl78@gmail? Yeah, Gmail, yeah, Gmail. Okay. So checking the history, it looks like one of our representatives made a outbound call to you regarding, uh, an enrollment form we received from HSS. You put down you wanted term life for employee plus family, but you forgot to put dependent information. So we were just calling to make sure- I have no depen- I have no dependents. I p- I listed mine, uh, no dependents. Okay. So you wanted employee-only coverage? Yeah. She said it's, they w- it's employee-only coverage until, uh, 'til the first paycheck. Yes, sir. So I do see you have a pending enrollment for employee only for everything that you've elected. Had life insurance. Had the option for life insurance on my brother, a, uh... I'm 54. If I die, I'm working at HSS as a career, uh, if I die, you know, there's my mom, my father already passed away, so, uh, yeah, I left a life insurance policy for my brother. Totally understand. Well, is there anything else I could help you out with, eh, Mr. Murphy? No, I don't think so. I, uh, just, uh, like I said, wasn't sure what it was about. Was it about the, the health insurance or the life insurance? Nobody, you know... No. Well, just the benefits that's offered through HSS. We just needed to confirm a couple of things. Okay. So you're pretty much all done? Yes, sir. All right. I thank you, sir. You're welcome. We appreciate. Appreciate it. Have a good day. You as well. You as well.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Accords. This is Justin. How can I help you today?

Speaker speaker_1: Justin, I spoke with a young woman, uh, she didn't leave her name. Uh, she's handling, uh, my information for me. My name is John Murphy. I'm an employee of HSS, Hospitality Staffing Services.

Speaker speaker_0: Okay.

Speaker speaker_1: And, um, uh, she had a qu- a couple of questions regarding my, uh... well, I filled out all my information, my life insurance. Uh, my life insurance is for me. Um, but I don't know if she had a question about it and, and I don't know what her name was. I'll have to check it out. Uh, are you in a big call center or something? There's only a few of you there?

Speaker speaker_0: There's only a few of us here, but I can help further assist you. Um, so Ho- Hospitality Staffing Solutions, what's the last four of your Social?

Speaker speaker_1: 3661. Let me see if I can get her name. Play the message again.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: John, J-O-H-N, not J-O-N.

Speaker speaker_0: And your last name?

Speaker speaker_1: Murphy, uh, M- M-U-R-P-H-Y. And then-

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, John?

Speaker speaker_1: Uh, city, state and zip code, 33069, so Pompano Beach, Florida.

Speaker speaker_0: Uh, state your home address, including city, state and zip code.

Speaker speaker_1: Um, yeah, 4- 4221 Palm Aire Drive West, or West Palm Aire Drive, whatever, um, Apartment 105.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Building 140... ..

Speaker speaker_2: Your date of birth?

Speaker speaker_1: April 10th, 1970.

Speaker speaker_2: And a good phone number to have is 754-220-6426.

Speaker speaker_1: 6426, yeah.

Speaker speaker_2: And the email has miamifl78@gmail?

Speaker speaker_1: Yeah, Gmail, yeah, Gmail.

Speaker speaker_2: Okay. So checking the history, it looks like one of our representatives made a outbound call to you regarding, uh, an enrollment form we received from HSS. You put down you wanted term life for employee plus family, but you forgot to put dependent information. So we were just calling to make sure-

Speaker speaker_1: I have no depen- I have no dependents. I p- I listed mine, uh, no dependents.

Speaker speaker_2: Okay. So you wanted employee-only coverage?

Speaker speaker_1: Yeah. She said it's, they w- it's employee-only coverage until, uh, 'til the first paycheck.

Speaker speaker_2: Yes, sir. So I do see you have a pending enrollment for employee only for everything that you've elected.

Speaker speaker_1: Had life insurance. Had the option for life insurance on my brother, a, uh... I'm 54. If I die, I'm working at HSS as a career, uh, if I die, you know, there's my mom, my father already passed away, so, uh, yeah, I left a life insurance policy for my brother.

Speaker speaker_2: Totally understand. Well, is there anything else I could help you out with, eh, Mr. Murphy?

Speaker speaker_1: No, I don't think so. I, uh, just, uh, like I said, wasn't sure what it was about. Was it about the, the health insurance or the life insurance? Nobody, you know...

Speaker speaker_2: No. Well, just the benefits that's offered through HSS. We just needed to confirm a couple of things.

Speaker speaker_1: Okay. So you're pretty much all done?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. I thank you, sir.

Speaker speaker_2: You're welcome. We appreciate.

Speaker speaker_1: Appreciate it. Have a good day.

Speaker speaker_2: You as well.

Speaker speaker_1: You as well.