

## **Transcript: Justin**

**Mills-4686091016781824-5622144376553472**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. My name is Shaquan Peake. I was calling because I received a text message from my staffing company said that I had... that it's open enrollment for benefits. Yeah, the text message you received was just a courtesy reminder letting you know that they were still in their company open enrollment period. So, you had the option to enroll, make changes, or cancel benefits offered through them. However, I can pull your file for you to confirm if you are still enrolled, or if you wanted to make any changes, we can go from there, okay? Okay. Okay, what's the last four of your Social and the staffing agency you work for? 3404MAU Workforce Solution. Okay. And what was your last name, Shaquan? Peake, P-E-A-K-E. Okay. And for security purposes, could you verify your home address, including city, state and zip code? I need to change it, but it was 209... I'm at, uh, yeah, 209 West Haven Drive, Greer, South Carolina, 29651. And what's the new mailing address? 735 North Main Street, Apartment 151, Martinsville, South Carolina, 29662. Mm-hmm. And confirm your date of birth. 5/26/90. And a good telephone number have is 864-382-9123. Yes, sir. And the email I have is quaonbjay@gmail.com. Yes, sir. Okay. Um, so looking at the file, it looks like you are still currently enrolled into dental, term life, which is life insurance, vision, behavioral health and the MEC Enhance, which is your medical plan all for employee only. Did you want to make any changes about it, or do you want to keep all of that? I need to keep it all. Okay. Um, so let's see here. So, it looks like everything was kept the same. Uh, it rolled over as of January 6th, so last Monday. So, you should be receiving the 2025 ID cards at the old mailing address within... or this week. But I'll go ahead and put in that request for them to be re-sent to the new mailing address. Um, you should receive those within seven to 10 business days. Um, other than that, do you mind if I place you on a brief hold while I put in that request for you? No, sir. Thank you. You're welcome. I'll be right back for you, okay? Okay. Okay. Hello, are you still there? Yes, sir. I'm here. Awesome. Thank you so much for holding. So, I've put in the request for new physical ID cards to be mailed out to you, so you should receive those within seven to 10 business days, okay? Yes, sir. I appreciate it. Thank you. You're welcome. Is there anything else I could help you out with today? No, sir. I appreciate everything. You're welcome. You have a great day, okay? All right. Same to you, uh-huh. Thanks. Bye-bye. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, Justin. My name is Shaquan Peake. I was calling because I received a text message from my staffing company said that I had... that it's open enrollment for benefits.

Speaker speaker\_1: Yeah, the text message you received was just a courtesy reminder letting you know that they were still in their company open enrollment period. So, you had the option to enroll, make changes, or cancel benefits offered through them. However, I can pull your file for you to confirm if you are still enrolled, or if you wanted to make any changes, we can go from there, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay, what's the last four of your Social and the staffing agency you work for?

Speaker speaker\_2: 3404MAU Workforce Solution.

Speaker speaker\_1: Okay. And what was your last name, Shaquan?

Speaker speaker\_2: Peake, P-E-A-K-E.

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

Speaker speaker\_2: I need to change it, but it was 209... I'm at, uh, yeah, 209 West Haven Drive, Greer, South Carolina, 29651.

Speaker speaker\_1: And what's the new mailing address?

Speaker speaker\_2: 735 North Main Street, Apartment 151, Martinsville, South Carolina, 29662.

Speaker speaker\_1: Mm-hmm. And confirm your date of birth.

Speaker speaker\_2: 5/26/'90.

Speaker speaker\_1: And a good telephone number have is 864-382-9123.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email I have is quaonbjay@gmail.com.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. Um, so looking at the file, it looks like you are still currently enrolled into dental, term life, which is life insurance, vision, behavioral health and the MEC Enhance, which is your medical plan all for employee only. Did you want to make any changes about it, or do you want to keep all of that?

Speaker speaker\_2: I need to keep it all.

Speaker speaker\_1: Okay. Um, so let's see here. So, it looks like everything was kept the same. Uh, it rolled over as of January 6th, so last Monday. So, you should be receiving the 2025 ID cards at the old mailing address within... or this week. But I'll go ahead and put in that request for them to be re-sent to the new mailing address. Um, you should receive those within seven to 10 business days. Um, other than that, do you mind if I place you on a brief hold while I put in that request for you?

Speaker speaker\_2: No, sir. Thank you.

Speaker speaker\_1: You're welcome. I'll be right back for you, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Hello, are you still there?

Speaker speaker\_2: Yes, sir. I'm here.

Speaker speaker\_1: Awesome. Thank you so much for holding. So, I've put in the request for new physical ID cards to be mailed out to you, so you should receive those within seven to 10 business days, okay?

Speaker speaker\_2: Yes, sir. I appreciate it. Thank you.

Speaker speaker\_1: You're welcome. Is there anything else I could help you out with today?

Speaker speaker\_2: No, sir. I appreciate everything.

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

Speaker speaker\_2: All right. Same to you, uh-huh.

Speaker speaker\_1: Thanks. Bye-bye.

Speaker speaker\_2: Bye-bye.