

## **Transcript: Justin**

**Mills-4694431437996032-6171541155397632**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits In A Card. This is Justin. How can I help you today? Hi. Um, my name is Alyssa, and I enrolled probably, like, three months ago, and I just wanna see if, like, I was approved or if my status... like, what my status is for insurance? Um, yeah. What's the staffing agency you work for? Virtella. Virtella with a V as in Victor. And the last four of your Social? Eight, two, eight, two. And for security purposes, can you verify your home address, including city, state and zip code, Alyssa? Mm-hmm. It is 5401 East Van Buren Street. Did you want me to spell that out right now? Or- Uh, no, just confirm the address. Oh. Oh, yeah. 3001 Phoenix, Arizona 85008. And confirm your date of birth. 3/17/94. And a good telephone number I have is 480-868-0218. That is great. And the email I have is alyssahaney12@gmail.com. That's perfect. Okay, so let's see here. So looking at the file, looks like you are currently enrolled into benefits offered through Virtella or Terra Staffing. However, we're still waiting on deductions to come over from Terra. Um, so once we receive those deductions, you'll become active and cards will be issued out from there. However, how many paychecks have you received through Terra, if you don't mind me asking? I think it's two right now. About two? Okay. Yeah. Okay. Let's see. So what I'll go ahead and do, um, I'll reach out to my back office, have them reach out to Terra just to verify when deductions will occur, um, because you were supposed to become active a couple weeks ago, but if you've only received- Hmm. ... two paychecks, um, there may be some investigating that needs to happen. Um, so like I said, let me reach out to my back office, have them reach out to Terra Staffing specifically, and then once I do receive word back from my back office, I can give you a call back, okay? Okay, yeah, that sounds great. Okay, but is that 480-868-0218 a good call back number for you? Yeah, mm-hmm. Okay. Um, so like I said, once I do receive word back from my back office, I will give you a call back. Okay, Alyssa? Awesome. Thank you so much. You're welcome. You have a great day, okay? You too. Bye. 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 In A Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi. Um, my name is Alyssa, and I enrolled probably, like, three months ago, and I just wanna see if, like, I was approved or if my status... like, what my status is for insurance?

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

Speaker speaker\_2: Virtella. Virtella with a V as in Victor.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: Eight, two, eight, two.

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

Speaker speaker\_2: Mm-hmm. It is 5401 East Van Buren Street. Did you want me to spell that out right now? Or-

Speaker speaker\_1: Uh, no, just confirm the address.

Speaker speaker\_2: Oh. Oh, yeah. 3001 Phoenix, Arizona 85008.

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

Speaker speaker\_2: 3/17/94.

Speaker speaker\_1: And a good telephone number I have is 480-868-0218.

Speaker speaker\_2: That is great.

Speaker speaker\_1: And the email I have is alyssahaney12@gmail.com.

Speaker speaker\_2: That's perfect.

Speaker speaker\_1: Okay, so let's see here. So looking at the file, looks like you are currently enrolled into benefits offered through Virtella or Terra Staffing. However, we're still waiting on deductions to come over from Terra. Um, so once we receive those deductions, you'll become active and cards will be issued out from there. However, how many paychecks have you received through Terra, if you don't mind me asking?

Speaker speaker\_2: I think it's two right now.

Speaker speaker\_1: About two? Okay.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Let's see. So what I'll go ahead and do, um, I'll reach out to my back office, have them reach out to Terra just to verify when deductions will occur, um, because you were supposed to become active a couple weeks ago, but if you've only received-

Speaker speaker\_2: Hmm.

Speaker speaker\_1: ... two paychecks, um, there may be some investigating that needs to happen. Um, so like I said, let me reach out to my back office, have them reach out to Terra Staffing specifically, and then once I do receive word back from my back office, I can give you a call back, okay?

Speaker speaker\_2: Okay, yeah, that sounds great.

Speaker speaker\_1: Okay, but is that 480-868-0218 a good call back number for you?

Speaker speaker\_2: Yeah, mm-hmm.

Speaker speaker\_1: Okay. Um, so like I said, once I do receive word back from my back office, I will give you a call back. Okay, Alyssa?

Speaker speaker\_2: Awesome. Thank you so much.

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

Speaker speaker\_2: You too. Bye.

Speaker speaker\_1: All right, bye-bye.