

Transcript: Justin

Mills-4759070294196224-5964688350822400

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, how are you? Doing well, and yourself? I'm good, thank you. I'm returning a call from this number. Um, was there a voicemail left by any chance? Um, yeah, about my, um, enrollment. Let me see. What's that staffing agency you work for? TRC. And the last four of your Social? 0707. And what was your first and last name? Karina, uh, Remy. Okay. And for security purposes, could you verify your home address, including city, state and zip code? Uh, 5385 22 North Atlanta, Georgia 320 30342. And confirm your date of birth. 08/18/94. And your telephone number has 678-699-7090? That's correct. And the email I have is your first name, last name, 18 at gmail? Mm-hmm. Okay, so let me check net history and see what's going on. Just bear with me one second, okay? No problem. Right here. Verify the eligibility. Okay. Um, so there was an outbound call to advise you that we were able to verify your eligibility, and you were enrolled into coverage per their request- per your request. Um, you were enrolled into the, uh, dental, vision and the MEC TeleRx all for employee only. Yes. Which is your medical plan. Um, so they wanted me to advise you of the pending enrollment process. Um, so how that works is, um, pending enrollments do take one to two weeks to go through, and then whenever- Okay. ... you witness your first payroll deduction of the \$21.16 that come off your paycheck, coverage usually begins the Monday we receive it from, uh, TRC Staffing. Then- Okay. ... seven to 10 business days later, you'll receive all of your policy and ID card information in the mail, okay? Okay. Yes. Um, but yeah, we just wanted to make a outbound call to you to let you know that we were able to find your eligibility and that you, you were enrolled to benefits. Thank you so much. Thank you. You're welcome. Is there anything else I can help you out with today? Nope, that's it. Awesome. Well, you have a wonderful day, okay? You as well. Thank you. You're welcome. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi, how are you?

Speaker speaker_0: Doing well, and yourself?

Speaker speaker_1: I'm good, thank you. I'm returning a call from this number.

Speaker speaker_0: Um, was there a voicemail left by any chance?

Speaker speaker_1: Um, yeah, about my, um, enrollment.

Speaker speaker_0: Let me see. What's that staffing agency you work for?

Speaker speaker_1: TRC.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 0707.

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

Speaker speaker_1: Karina, uh, Remy.

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

Speaker speaker_1: Uh, 5385 22 North Atlanta, Georgia 320 30342.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 08/18/94.

Speaker speaker_0: And your telephone number has 678-699-7090?

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email I have is your first name, last name, 18 at gmail?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, so let me check net history and see what's going on. Just bear with me one second, okay?

Speaker speaker_1: No problem.

Speaker speaker_0: Right here. Verify the eligibility. Okay. Um, so there was an outbound call to advise you that we were able to verify your eligibility, and you were enrolled into coverage per their request- per your request. Um, you were enrolled into the, uh, dental, vision and the MEC TeleRx all for employee only.

Speaker speaker_1: Yes.

Speaker speaker_0: Which is your medical plan. Um, so they wanted me to advise you of the pending enrollment process. Um, so how that works is, um, pending enrollments do take one to two weeks to go through, and then whenever-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you witness your first payroll deduction of the \$21.16 that come off your paycheck, coverage usually begins the Monday we receive it from, uh, TRC Staffing. Then-

Speaker speaker_1: Okay.

Speaker speaker_0: ... seven to 10 business days later, you'll receive all of your policy and ID card information in the mail, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Yes. Um, but yeah, we just wanted to make a outbound call to you to let you know that we were able to find your eligibility and that you, you were enrolled to benefits.

Speaker speaker_1: Thank you so much. Thank you.

Speaker speaker_0: You're welcome. Is there anything else I can help you out with today?

Speaker speaker_1: Nope, that's it.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You as well. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Bye-bye.