

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, uh, it's, uh, OnStaffing? OnTracking, OnTracking, sorry. Okay, so OnTrack Staffing. What's the last four of your social? Uh, 4973. And your first and last name? Uh, first name is, name is Abdul. And last name is Rashid. And for security purposes, could you verify your home address, including city, state and zip code, Abdul? Zip code? Your home address, including city, state and zip code. Home address is, uh, 1112 Selma Jamil. And, uh, city is, uh, Irving. And zip code is 75061. And confirm your date of birth. Uh, 11/25/1997. And a good telephone number to have is 469-792-8505. Yes. And the email I have is abdul.rashid2511 at gmail? Yes. Okay. How can I help you today? Uh, I want to talk to, uh, on, uh, OnTracking because they called me w- while I'm driving. Um, so we are the benefit administrators for OnTrack Staffing, so we deal with their health insurance. Um, were are you needing to speak w- with someone regarding your benefits offered through them? So why do you ask me so many things j- just when you are not OnTracking? Because like I said, we are the benefit administrators for OnTrack Staffing. We deal with their health insurance. So, the questions that I asked you was to verify your identity, so that's why I asked those questions. Uh, uh, uh, because, uh, they, they... on this number they called me while I'm driving. That's why I just call back on this number. Yes. So, I do see there was an outbound call to you regarding an enrollment form that we received from OnTrack Staffing. You put- Okay. ... that you wanted, um, coverage for employee plus child, but you forgot your dependent's socials. So, we were just calling to obtain those socials to process the enrollment. Uh, socials of the kids? Correct. Okay. Yeah. Uh, uh, uh, so I, I want to tell, um... uh, I want to tell on call? I'm sorry, what was that? I want to tell the social on this call? Yeah, I can... If you provide me the social, I can update your file right here and process the enrollment for you. Okay, okay. Wait, wait, wait. Okay, so the first child that I need is Yumama. I'm, I'm sorry- Yumani? Umama. Umama. Umama, my apologies. And what's their social? Uh, uh, wait, w- wait, wait. Uh... Uh, Umama. 653... okay? Okay. 90- Okay. ... 4925. Okay. And just to confirm, 653-90-4925, correct? Yes. Okay. And the other child for Unisa? Unesa. Unesa, my apologies. 858- Okay. ... 001- Okay. ... 6758. And just to confirm, 858-01-6758, correct? Yes. Yes. Okay. So- Uh, uh, do you have my wife's, uh, uh, i- information? Um, so I'm only seeing employee plus child coverage because that's what you submitted for. Well, uh- Let me, let me check the enrollment form. Hold on. Okay. Let's check on... Okay, so you did put your spouse on there. Okay, so let me go ahead and make that change for you because I do see your spouse on the enrollment form. Bear with me. Yes. Two, so free RX, repaction. Here, do you mind if I place you on a brief hold for a second? Sorry? Do you mind if I place you on a brief hold for a second? Yes, yes, sure. Okay. Hello, are you still there? Yes. Awesome. Thank you so much for holding. So, I need to add your spouse's, uh, dependent information down. Okay. And what's your

spouse's first name? Uh, Hira. H-I-R-A. R-A. Okay. Rasheed. And last name is Hurshid. Can you spell that for me? H-U-R-S-H-I-D. Okay. And what's her Social? Wait. 835-98-1165. And just to confirm, 835-98-1165? Yes. Okay. And what's her date of birth? Uh, uh, 10/21/1998. 1998, okay. So, I- I added your dependents down, so the coverage- Mm-hmm. So, I do want to let you know that this pending enrollment will take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$73.72 come off your paycheck, coverage begins the Monday we receive that deduction from OnTrack Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, Abdul, is there anything else I can assist you with today? Thank you. You're welcome. You have a great day, okay? Thank you. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, uh, it's, uh, OnStaffing? OnTracking, OnTracking, sorry.

Speaker speaker_0: Okay, so OnTrack Staffing. What's the last four of your social?

Speaker speaker_1: Uh, 4973.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, first name is, name is Abdul. And last name is Rashid.

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

Speaker speaker_1: Zip code?

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

Speaker speaker_1: Home address is, uh, 1112 Selma Jamil. And, uh, city is, uh, Irving. And zip code is 75061.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: Uh, 11/25/1997.

Speaker speaker_0: And a good telephone number to have is 469-792-8505.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is abdul.rashid2511 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. How can I help you today?

Speaker speaker_1: Uh, I want to talk to, uh, on, uh, OnTracking because they called me w- while I'm driving.

Speaker speaker_0: Um, so we are the benefit administrators for OnTrack Staffing, so we deal with their health insurance. Um, were are you needing to speak w- with someone regarding your benefits offered through them?

Speaker speaker_1: So why do you ask me so many things j- just when you are not OnTracking?

Speaker speaker_0: Because like I said, we are the benefit administrators for OnTrack Staffing. We deal with their health insurance. So, the questions that I asked you was to verify your identity, so that's why I asked those questions.

Speaker speaker_1: Uh, uh, uh, because, uh, they, they... on this number they called me while I'm driving. That's why I just call back on this number.

Speaker speaker_0: Yes. So, I do see there was an outbound call to you regarding an enrollment form that we received from OnTrack Staffing. You put-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that you wanted, um, coverage for employee plus child, but you forgot your dependent's socials. So, we were just calling to obtain those socials to process the enrollment.

Speaker speaker_1: Uh, socials of the kids?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Yeah. Uh, uh, uh, so I, I want to tell, um... uh, I want to tell on call?

Speaker speaker_0: I'm sorry, what was that?

Speaker speaker_1: I want to tell the social on this call?

Speaker speaker_0: Yeah, I can... If you provide me the social, I can update your file right here and process the enrollment for you.

Speaker speaker_1: Okay, okay. Wait, wait, wait.

Speaker speaker_0: Okay, so the first child that I need is Yumama. I'm, I'm sorry-

Speaker speaker_1: Yumani? Umama. Umama.

Speaker speaker_0: Umama, my apologies. And what's their social?

Speaker speaker_1: Uh, uh, wait, w- wait, wait. Uh... Uh, Umama. 653... okay?

Speaker speaker_0: Okay.

Speaker speaker_1: 90-

Speaker speaker_0: Okay.

Speaker speaker_1: ... 4925.

Speaker speaker_0: Okay. And just to confirm, 653-90-4925, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And the other child for Unisa?

Speaker speaker_1: Unesa.

Speaker speaker_0: Unesa, my apologies.

Speaker speaker_1: 858-

Speaker speaker_0: Okay.

Speaker speaker_1: ... 001-

Speaker speaker_0: Okay.

Speaker speaker_1: ... 6758.

Speaker speaker_0: And just to confirm, 858-01-6758, correct?

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: Okay. So-

Speaker speaker_1: Uh, uh, do you have my wife's, uh, uh, i- information?

Speaker speaker_0: Um, so I'm only seeing employee plus child coverage because that's what you submitted for.

Speaker speaker_1: Well, uh-

Speaker speaker_0: Let me, let me check the enrollment form. Hold on.

Speaker speaker_1: Okay.

Speaker speaker_0: Let's check on... Okay, so you did put your spouse on there. Okay, so let me go ahead and make that change for you because I do see your spouse on the enrollment form. Bear with me.

Speaker speaker_1: Yes.

Speaker speaker_0: Two, so free RX, repaction. Here, do you mind if I place you on a brief hold for a second?

Speaker speaker_1: Sorry?

Speaker speaker_0: Do you mind if I place you on a brief hold for a second?

Speaker speaker_1: Yes, yes, sure.

Speaker speaker_0: Okay. Hello, are you still there?

Speaker speaker_2: Yes.

Speaker speaker_0: Awesome. Thank you so much for holding. So, I need to add your spouse's, uh, dependent information down.

Speaker speaker_2: Okay.

Speaker speaker_0: And what's your spouse's first name?

Speaker speaker_2: Uh, Hira. H-I-R-A.

Speaker speaker_0: R-A. Okay. Rasheed.

Speaker speaker_2: And last name is Hurshid.

Speaker speaker_0: Can you spell that for me?

Speaker speaker_2: H-U-R-S-H-I-D.

Speaker speaker_0: Okay. And what's her Social?

Speaker speaker_2: Wait. 835-98-1165.

Speaker speaker_0: And just to confirm, 835-98-1165?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. And what's her date of birth?

Speaker speaker_2: Uh, uh, 10/21/1998.

Speaker speaker_0: 1998, okay. So, I- I added your dependents down, so the coverage-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: So, I do want to let you know that this pending enrollment will take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$73.72 come off your paycheck, coverage begins the Monday we receive that deduction from OnTrack Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, Abdul, is there anything else I can assist you with today?

Speaker speaker_2: Thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_2: Thank you.

Speaker speaker_0: All right, bye-bye.