

## **Transcript: Justin**

**Mills-4868702076715008-5719208504377344**

### **Full Transcript**

Thank you for calling Benefits and Occurring. This is Justin. How can I help you today? Yes, hi. I got a missed call from y'all. ... And this is our voice message. Uh, was there a voicemail left by any chance? Uh, I didn't... I haven't even checked it yet. Um, so there was probably an outbound call up to you regarding, um, we received an enrollment form from your employer- Mm-hmm. ... so we just wanted to confirm if you wanted insurance with them or not. Oh, uh, like what, what, which, which employer is this? Uh, we're the benefit administrators for staffing agencies, so do you work for a staffing agency? Oh, oh, oh, okay. Yeah, yeah, yeah. I, um, I did, uh, put in, uh, for insurance, uh, the other day, I think, when I went up there Tuesday or Wednesday. I did, um, I did, uh, for me and my girls. I just didn't put the, um, the socials in there yet. And then, uh, another thing was, I was only to put... I was... I put both of my daughters on there, but I... it was just one line, and I got both of those... both of their names in the, you know, the line that, you know... but it didn't give me another option to add, you know, a second line so I could put it, uh, their information in separately. Yeah, I can add that information if you have all of their socials and stuff like that. Uh, yeah, I'm... currently I'm, uh, on the road right now. Uh, um, could you call me back? And how, what, um, what time are you getting off? Um, me personally, I get off at 5:00 PM Eastern Standard Time, but we're open at... until 8:00 PM Eastern Standard Time this evening. Okay, could you just give me like, um, an hour 'cause I'm, I'm an hour away from my house so, uh, I'm about to get on the road now and head back home. So could you give me like an hour- That should be no problem. ... and call me back and I have all the information? Yeah, that should be fine. All right. Okay. Thank you so much. You're welcome. You have a great day, okay? All right. You too. All right. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Occurring. This is Justin. How can I help you today?

Speaker speaker\_1: Yes, hi. I got a missed call from y'all. ... And this is our voice message.

Speaker speaker\_0: Uh, was there a voicemail left by any chance?

Speaker speaker\_1: Uh, I didn't... I haven't even checked it yet.

Speaker speaker\_0: Um, so there was probably an outbound call up to you regarding, um, we received an enrollment form from your employer-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... so we just wanted to confirm if you wanted insurance with them or not.

Speaker speaker\_1: Oh, uh, like what, what, which, which employer is this?

Speaker speaker\_0: Uh, we're the benefit administrators for staffing agencies, so do you work for a staffing agency?

Speaker speaker\_1: Oh, oh, oh, okay. Yeah, yeah, yeah. I, um, I did, uh, put in, uh, for insurance, uh, the other day, I think, when I went up there Tuesday or Wednesday. I did, um, I did, uh, for me and my girls. I just didn't put the, um, the socials in there yet. And then, uh, another thing was, I was only to put... I was... I put both of my daughters on there, but I... it was just one line, and I got both of those... both of their names in the, you know, the line that, you know... but it didn't give me another option to add, you know, a second line so I could put it, uh, their information in separately.

Speaker speaker\_0: Yeah, I can add that information if you have all of their socials and stuff like that.

Speaker speaker\_1: Uh, yeah, I'm... currently I'm, uh, on the road right now . Uh, um, could you call me back? And how, what, um, what time are you getting off?

Speaker speaker\_0: Um, me personally, I get off at 5:00 PM Eastern Standard Time, but we're open at... until 8:00 PM Eastern Standard Time this evening.

Speaker speaker\_1: Okay, could you just give me like, um, an hour 'cause I'm, I'm an hour away from my house so, uh, I'm about to get on the road now and head back home. So could you give me like an hour-

Speaker speaker\_0: That should be no problem.

Speaker speaker\_1: ... and call me back and I have all the information?

Speaker speaker\_0: Yeah, that should be fine.

Speaker speaker\_1: All right. Okay. Thank you so much.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: All right. You too.

Speaker speaker\_0: All right. Bye-bye.

Speaker speaker\_1: Bye-bye.