

Transcript: Justin

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Full Transcript

Thank you for calling Benefits 10-8 Card. This is Justin. How can I help you today? Good afternoon, Justin. How are you? Um- I'm doing well, and yourself? I'm doing good. Um, so I have a quick question. Um, I was trying to a- um, register online and to, um, to put in for the benefits, um, for enrollment, but it says to call this number. Um- Yeah, let me check on that for you. Um, what's the staffing agency you work for? Um, Creative Circle. And the last four of your Social? Three, zero, one, eight. And what was your first and last name? Jacqueline Landers. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Jacqueline? Um, sure. It is 2003 Jocelyn Place, Hephzibah, Georgia, three, zero, eight, one, five. And your date of birth? 07/07/1990. And a good telephone number I have is 347-613-6782? Yes. And the email I have is JackieLandy@gmail.com? Yep, that's correct. Okay. Um, so let's see. So, it looks like the reason why it's not allowing you to enroll online is because there's multiple hire dates on your file. Mm-hmm. So, we actually have to do an eligibility review on you. Um- Okay. ... and so I can do that, or actually, I have my back office do that, and then once I do receive word back from my back office, I can give you a call back letting you know the response. Okay. Okay. But did you have any, like, questions regarding w- what benefits were offered or anything like that? Um, I think one of them is that, uh, for the enrollment, is this, um, per pay period? Uh, correct. It's deducted weekly. Okay, that's fine. And then, um, the other question, you said it was, like, multiple hiring dates. Is it something on Creative Circle's side? Um, so it looks like, uh, we have hire dates from 2019, 2020, 2021 and then 2024. So, we just need to confirm which is more accurate, and I'll have my back office reach out to the client specifically. Okay. Yeah, I- I- I work with Creative Circle for quite some time. Okay. And did you recently just start a new assignment with them? Yes. Okay. Um, so, like I said, I'll have my back office reach out to the client specifically to do that eligibility review to confirm everything. Um, because as of right now, it's not allowing me to do anything, um, because there are multiple hire dates. Um, but, like I said, once I do receive word back, I can give you a call back. Okay. Okay. But is that 347-613-6782 a good callback number for you? Yes. Okay. Um, but is there anything else I can assist you with today until I receive word back from my back office? Um, no, that's all for now. Awesome. Well, you have a wonderful day, okay, Jacqueline? Thank you. You too. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-8 Card. This is Justin. How can I help you today?

Speaker speaker_1: Good afternoon, Justin. How are you? Um-

Speaker speaker_0: I'm doing well, and yourself?

Speaker speaker_1: I'm doing good. Um, so I have a quick question. Um, I was trying to a-um, register online and to, um, to put in for the benefits, um, for enrollment, but it says to call this number. Um-

Speaker speaker_0: Yeah, let me check on that for you. Um, what's the staffing agency you work for?

Speaker speaker_1: Um, Creative Circle.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Three, zero, one, eight.

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

Speaker speaker_1: Jacqueline Landers.

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

Speaker speaker_1: Um, sure. It is 2003 Jocelyn Place, Hephzibah, Georgia, three, zero, eight, one, five.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 07/07/1990.

Speaker speaker_0: And a good telephone number I have is 347-613-6782?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is JackieLandy@gmail.com?

Speaker speaker_1: Yep, that's correct.

Speaker speaker_0: Okay. Um, so let's see. So, it looks like the reason why it's not allowing you to enroll online is because there's multiple hire dates on your file.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So, we actually have to do an eligibility review on you. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... and so I can do that, or actually, I have my back office do that, and then once I do receive word back from my back office, I can give you a call back letting you know the response.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. But did you have any, like, questions regarding w- what benefits were offered or anything like that?

Speaker speaker_1: Um, I think one of them is that, uh, for the enrollment, is this, um, per pay period?

Speaker speaker_0: Uh, correct. It's deducted weekly.

Speaker speaker_1: Okay, that's fine. And then, um, the other question, you said it was, like, multiple hiring dates. Is it something on Creative Circle's side?

Speaker speaker_0: Um, so it looks like, uh, we have hire dates from 2019, 2020, 2021 and then 2024. So, we just need to confirm which is more accurate, and I'll have my back office reach out to the client specifically.

Speaker speaker_1: Okay. Yeah, I- I- I work with Creative Circle for quite some time.

Speaker speaker_0: Okay. And did you recently just start a new assignment with them?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so, like I said, I'll have my back office reach out to the client specifically to do that eligibility review to confirm everything. Um, because as of right now, it's not allowing me to do anything, um, because there are multiple hire dates. Um, but, like I said, once I do receive word back, I can give you a call back.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. But is that 347-613-6782 a good callback number for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, but is there anything else I can assist you with today until I receive word back from my back office?

Speaker speaker_1: Um, no, that's all for now.

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

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.