

Transcript: Justin

Mills-5102472754413568-6276260036657152

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey. I, um, signed out... I signed up for, um, uh, I signed up for, um, insurance through BG Staffing and, uh, I was just wondering when it was gonna be active, because they already started taking it out of my check. Okay, um, so BG Staffing, what's the last four of your Social so I can pull your file for you? 5027. And what was your first and last name again? I'm sorry. De Desiree Williams. Okay. And for security purposes, can you verify your home address including city, state and zip code, Desiree? 3191 Peachtree Drive, South Avenue City, Incorporated, Savannah, Texas. And your date of birth? 10-29-2000. And a good telephone number has 901-799-5189. Correct. And the email has desiree.lashawn@icloud? Mm-hmm. Okay, so let's just see here. So, looking at the file, it looks like you're in a pending request sent for enrollment, so if you experience deductions come off your paycheck, we're just waiting for BG Staffing to send over that information to us, 'cause once that happens, you'll become active and then cards will be issued out from there. So, if anything, we're waiting for them to send that information to us. Okay. Hmm. Okay. Well, is there anything else I can help you with today, Desiree? No, that would be it. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful weekend, okay? Bye, thank you. You're welcome. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey. I, um, signed out... I signed up for, um, uh, I signed up for, um, insurance through BG Staffing and, uh, I was just wondering when it was gonna be active, because they already started taking it out of my check.

Speaker speaker_1: Okay, um, so BG Staffing, what's the last four of your Social so I can pull your file for you?

Speaker speaker_2: 5027.

Speaker speaker_1: And what was your first and last name again? I'm sorry.

Speaker speaker_2: De Desiree Williams.

Speaker speaker_1: Okay. And for security purposes, can you verify your home address including city, state and zip code, Desiree?

Speaker speaker_2: 3191 Peachtree Drive, South Avenue City, Incorporated, Savannah, Texas.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 10-29-2000.

Speaker speaker_1: And a good telephone number has 901-799-5189. Correct. And the email has desiree.lashawn@icloud?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay, so let's just see here. So, looking at the file, it looks like you're in a pending request sent for enrollment, so if you experience deductions come off your paycheck, we're just waiting for BG Staffing to send over that information to us, 'cause once that happens, you'll become active and then cards will be issued out from there. So, if anything, we're waiting for them to send that information to us.

Speaker speaker_2: Okay. Hmm.

Speaker speaker_1: Okay. Well, is there anything else I can help you with today, Desiree?

Speaker speaker_2: No, that would be it.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful weekend, okay?

Speaker speaker_2: Bye, thank you.

Speaker speaker_1: You're welcome. Bye-bye.