

## **Transcript: Justin**

**Mills-5174235089256448-5800929236008960**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, ... . Um, yeah. So, I attempted a outbound call to you regarding an enrollment form we received from your employer. Am I speaking with Terry Bailey? Yes. Okay. Um, so I did make that outbound call to you regarding an enrollment form we received from your employer, HG Staffing. So, you submitted the enrollment form back on April 11th where you wanted their health insurance. However, when you submitted the enrollment form, you put down your home address, but you forgot the city, state, and ZIP code. So, I was just calling to obtain that so we can process the enrollment. Hello? Are you still there? Yes. Okay. Did you hear any of that- Can you hear me? ... or do I need to repeat myself? Are you able... Are you all able to cancel? Yeah. I can, um, I can process as a declination for you, if need be. Yes. Okay. So, I'll go ahead and process the form as a declination for you, but is there anything else I can assist you with today? No, that was it. Awesome. Well, you have a wonderful day, okay? You too. Thank you. You're welcome. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Yes, ... .

Speaker speaker\_0: Um, yeah. So, I attempted a outbound call to you regarding an enrollment form we received from your employer. Am I speaking with Terry Bailey?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, so I did make that outbound call to you regarding an enrollment form we received from your employer, HG Staffing. So, you submitted the enrollment form back on April 11th where you wanted their health insurance. However, when you submitted the enrollment form, you put down your home address, but you forgot the city, state, and ZIP code. So, I was just calling to obtain that so we can process the enrollment.

Speaker speaker\_1: Hello?

Speaker speaker\_0: Are you still there?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Did you hear any of that-

Speaker speaker\_1: Can you hear me?

Speaker speaker\_0: ... or do I need to repeat myself?

Speaker speaker\_1: Are you able... Are you all able to cancel?

Speaker speaker\_0: Yeah. I can, um, I can process as a declination for you, if need be.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So, I'll go ahead and process the form as a declination for you, but is there anything else I can assist you with today?

Speaker speaker\_1: No, that was it.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_0: You're welcome. Bye-bye.