

Transcript: Justin

Mills-5261918764220416-5777517827276800

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? Hi. Good morning. I... Oh, afternoon. I was actually calling to set up my insurance benefits enroll, I guess. Mm-hmm. Okay. Um, what's the staffing agency you work for? Um, HSS Staffing Solutions. And the last four of your Social? 8344. HSS. And what was your first and last name? Tamara Yowell. And for security purposes, can you verify the home address, including city, state and zip code, Tamara? Okay. It's 808 Tyler Circle, Apartment G, Hebron, Alabama 35266. And your date of birth? 10-18-1991. And a good telephone number I have is 205-920-3583? Yes. And the email I have is treylaleah10@icloud? Mm-hmm. Okay. So, looking at the file, it looks like you're currently enrolled into the VIP Standard, which is your medical plan and dental for employee only. However, checking the calendar, we're still waiting for HSS to make that first payroll deduction on you. So once we receive that deduction, you'll become active and then cards will be issued out from there. Okay. So you're, um... Is it 'cause I just started? Uh, yes, ma'am. I do... I believe so. Okay. Okay. So, uh, um, so they don't know what to do with... As far as for, um, pushing everything forward once the, I guess, check start rolling? Correct. Yes, ma'am. So once deductions start happening and once that information is received by us at Benefits and A Card, I do know that you would become active and cards will be issued out from there. Okay. Well, I appreciate it. They, they, they actually was the ones who told me to call the number, 'cause I was asking- Okay. ... about the insurance part. So I... Hopefully they know what they're talking about. I totally understand. Yes, ma'am. But, um, okay. I appreciate it. You're welcome. Is there anything else I can help you out with today? No, Sir. Awesome. Well, you have a wonderful day, okay? All right. You too. Thank you. 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: Hi. Good morning. I... Oh, afternoon. I was actually calling to set up my insurance benefits enroll, I guess. Mm-hmm.

Speaker speaker_1: Okay. Um, what's the staffing agency you work for?

Speaker speaker_2: Um, HSS Staffing Solutions.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 8344.

Speaker speaker_1: HSS. And what was your first and last name?

Speaker speaker_2: Tamara Yowell.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Tamara?

Speaker speaker_2: Okay. It's 808 Tyler Circle, Apartment G, Hebron, Alabama 35266.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 10-18-1991.

Speaker speaker_1: And a good telephone number I have is 205-920-3583?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is treylaleah10@icloud?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. So, looking at the file, it looks like you're currently enrolled into the VIP Standard, which is your medical plan and dental for employee only. However, checking the calendar, we're still waiting for HSS to make that first payroll deduction on you. So once we receive that deduction, you'll become active and then cards will be issued out from there.

Speaker speaker_2: Okay. So you're, um... Is it 'cause I just started?

Speaker speaker_1: Uh, yes, ma'am. I do... I believe so.

Speaker speaker_2: Okay. Okay. So, uh, um, so they don't know what to do with... As far as for, um, pushing everything forward once the, I guess, check start rolling?

Speaker speaker_1: Correct. Yes, ma'am. So once deductions start happening and once that information is received by us at Benefits and A Card, I do know that you would become active and cards will be issued out from there.

Speaker speaker_2: Okay. Well, I appreciate it. They, they, they actually was the ones who told me to call the number, 'cause I was asking-

Speaker speaker_1: Okay.

Speaker speaker_2: ... about the insurance part. So I... Hopefully they know what they're talking about.

Speaker speaker_1: I totally understand. Yes, ma'am.

Speaker speaker_2: But, um, okay. I appreciate it.

Speaker speaker_1: You're welcome. Is there anything else I can help you out with today?

Speaker speaker_2: No, Sir.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: All right. You too.

Speaker speaker_1: Thank you. Bye-bye.