

Transcript: Justin

Mills-5349619477823488-6049724489056256

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? Uh, good afternoon. Um, I call you about, uh, Ennis Mero. Uh, I call you- Mm-hmm. ... for Ennis Mero. Yeah. Ennis, um, this is for benefits offered through staffing agencies. Do you work for a staffing agency? Oh, okay. Okay. It's the benefits for staffing ag- agency. Correct. Um, yes. Uh, she work, uh, she work in, y- y- in, for Surge Agency. Um, well us at- Hello? ... Benefits and a Card, we're the benefit administrators for Surge. Are you calling on behalf of somebody? Yeah, for somebody. Okay. Well, are they nearby so I can speak with them? 'Cause I would need to speak with them regarding this information. Oh, okay. Um, y- I, I, I'm, I will call you back, um, for, for him. I will call you all, um, back for him for giving you some information. But she, she work, she work in Cider Creek. Okay. Well, like I said, we would need to speak with them regarding this information. Um, we're open until 8:00 PM Eastern Standard Time, Monday through Friday. Oh. Hm. But she, now, she's at home. She's at home. She receive one message, uh, for, for, for call in, for call at this number. Uh, but- Okay. Mm-hmm. Um- Well, is she nearby to speak with her? Yeah. She want to know what, uh, the call means. Um, um, an advantage for him because she work in Cider but Cider, uh, told him, told her to stay at home because there's no work, uh, day last week. Uh, but, uh, she want to know if Cider wants she come to, to work this w- this week or no. Uh, she want to know that. But, uh, that, uh, that's why I call you for, for knowing what the message mean. Okay. Please. The text message was about insurance, benefits offered through her employer. Oh, insurance. Insurance. Correct. Oh, okay. Okay. Okay. Okay. I'm so sorry. I'm so sorry. But, uh, I, I call you back for, uh, for, for, uh, about that. I call you back about that. Thank you so much. Thank you so much. You're welcome. Have a great day, okay? Yes. Yes. ??????. Good. Thank you.

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: Uh, good afternoon. Um, I call you about, uh, Ennis Mero. Uh, I call you-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... for Ennis Mero. Yeah.

Speaker speaker_1: Ennis, um, this is for benefits offered through staffing agencies. Do you work for a staffing agency?

Speaker speaker_2: Oh, okay. Okay. It's the benefits for staffing ag- agency.

Speaker speaker_1: Correct.

Speaker speaker_2: Um, yes. Uh, she work, uh, she work in, y- y- in, for Surge Agency.

Speaker speaker_1: Um, well us at-

Speaker speaker_2: Hello?

Speaker speaker_1: ... Benefits and a Card, we're the benefit administrators for Surge. Are you calling on behalf of somebody?

Speaker speaker_2: Yeah, for somebody.

Speaker speaker_1: Okay. Well, are they nearby so I can speak with them? 'Cause I would need to speak with them regarding this information.

Speaker speaker_2: Oh, okay. Um, y- I, I, I'm, I will call you back, um, for, for him. I will call you all, um, back for him for giving you some information. But she, she work, she work in Cider Creek.

Speaker speaker_1: Okay. Well, like I said, we would need to speak with them regarding this information. Um, we're open until 8:00 PM Eastern Standard Time, Monday through Friday.

Speaker speaker_2: Oh. Hm. But she, now, she's at home. She's at home. She receive one message, uh, for, for, for call in, for call at this number. Uh, but-

Speaker speaker_1: Okay.

Speaker speaker_2: Mm-hmm. Um-

Speaker speaker_1: Well, is she nearby to speak with her?

Speaker speaker_2: Yeah. She want to know what, uh, the call means. Um, um, an advantage for him because she work in Cider but Cider, uh, told him, told her to stay at home because there's no work, uh, day last week. Uh, but, uh, she want to know if Cider wants she come to, to work this w- this week or no. Uh, she want to know that. But, uh, that, uh, that's why I call you for, for knowing what the message mean.

Speaker speaker_1: Okay.

Speaker speaker_2: Please.

Speaker speaker_1: The text message was about insurance, benefits offered through her employer.

Speaker speaker_2: Oh, insurance. Insurance.

Speaker speaker_1: Correct.

Speaker speaker_2: Oh, okay. Okay. Okay. Okay. I'm so sorry. I'm so sorry. But, uh, I, I call you back for, uh, for, for, uh, about that. I call you back about that. Thank you so much. Thank you so much.

Speaker speaker_1: You're welcome. Have a great day, okay?

Speaker speaker_2: Yes. Yes. ??????. Good. Thank you.