

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, um, I missed a call. I don't know, um, who was calling for... Was y'all calling for Latoya Jones? Uh, yeah. Was there a voicemail left by any chance? Um, I, I, I can't check it right now. I'm actually at work. No worries. Um, so there was probably an outbound call to you regarding, um, the, an enrollment form we received from your employer. We just wanted to confirm if you wanted to enroll in some benefits offered through them or not? Um, what's the benefits for? Like medical, dental, vision insurance- Oh. ... offered through your employer? Oh, yes. Yes. Mm-hmm. Okay. I work for- Um, what's the staffing agency you work for? Um, it's Megaforce. Megaforce. And the last four of your Social? 1214. And what was your first and last name? Latoya Jones. And for security purposes, could you verify your home address, including city, state and zip code, Latoya? 1000 Park View Drive, Apartment J2, Wilmington, North Carolina 28358. And confirm your date of birth for me? 7-3-0-1. And a good telephone number have is 910-957-9942? Yes, that's correct. Okay. So looking at no history, it looks like you submitted a form back on May 1st where you wanted dental and vision for employee plus child, um, but you forgot the list dependent information. So we were just calling to obtain that to process the enrollment. Um, do you want employee plus child coverage or did you want employee only? It was employee plus child. Employee plus child? Okay. So I need to obtain dependent information to complete the enrollment for you. Um, what's the child's first and last name? Paris, P-A-R-I-S Monroe. M-O-N-R-O-E? Mm-hmm. Okay. And do you have the Social by any chance? 104-25-5110. Yeah. Okay. And the date of birth? 09/02/2020. You said 09/10/2020? 09/02/2020. 09/02. Okay. Okay. So let's see here. And is Paris the only dependent? Yes. Okay. So let's see here. So doing dental and vision for your employee plus child would be \$13.49 a week. Okay? That's fine. Okay. Um, but other than that, is there anything else I could assist you with today? No, that'll be all. Thank you. You're welcome. You have a great day, okay? You too. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Yes, um, I missed a call. I don't know, um, who was calling for... Was y'all calling for Latoya Jones?

Speaker speaker_0: Uh, yeah. Was there a voicemail left by any chance?

Speaker speaker_1: Um, I, I, I can't check it right now. I'm actually at work.

Speaker speaker_0: No worries. Um, so there was probably an outbound call to you regarding, um, the, an enrollment form we received from your employer. We just wanted to confirm if you wanted to enroll in some benefits offered through them or not?

Speaker speaker_1: Um, what's the benefits for?

Speaker speaker_0: Like medical, dental, vision insurance-

Speaker speaker_1: Oh.

Speaker speaker_0: ... offered through your employer?

Speaker speaker_1: Oh, yes. Yes. Mm-hmm.

Speaker speaker_0: Okay.

Speaker speaker_1: I work for-

Speaker speaker_0: Um, what's the staffing agency you work for?

Speaker speaker_1: Um, it's Megaforce.

Speaker speaker_0: Megaforce. And the last four of your Social?

Speaker speaker_1: 1214.

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

Speaker speaker_1: Latoya Jones.

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

Speaker speaker_1: 1000 Park View Drive, Apartment J2, Wilmington, North Carolina 28358.

Speaker speaker_0: And confirm your date of birth for me?

Speaker speaker_1: 7-3-0-1.

Speaker speaker_0: And a good telephone number have is 910-957-9942?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Okay. So looking at no history, it looks like you submitted a form back on May 1st where you wanted dental and vision for employee plus child, um, but you forgot the list dependent information. So we were just calling to obtain that to process the enrollment. Um, do you want employee plus child coverage or did you want employee only?

Speaker speaker_1: It was employee plus child.

Speaker speaker_0: Employee plus child? Okay. So I need to obtain dependent information to complete the enrollment for you. Um, what's the child's first and last name?

Speaker speaker_1: Paris, P-A-R-I-S Monroe.

Speaker speaker_0: M-O-N-R-O-E?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. And do you have the Social by any chance?

Speaker speaker_1: 104-25-5110.

Speaker speaker_0: Yeah. Okay. And the date of birth?

Speaker speaker_1: 09/02/2020.

Speaker speaker_0: You said 09/10/2020?

Speaker speaker_1: 09/02/2020.

Speaker speaker_0: 09/02. Okay. Okay. So let's see here. And is Paris the only dependent?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So let's see here. So doing dental and vision for your employee plus child would be \$13.49 a week. Okay?

Speaker speaker_1: That's fine.

Speaker speaker_0: Okay. Um, but other than that, is there anything else I could assist you with today?

Speaker speaker_1: No, that'll be all. Thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too.

Speaker speaker_0: All right. Bye-bye.