

Transcript: Justin

Mills-5412420332601344-4739247157067776

Full Transcript

Thank you for calling Benefits 200, this is Justin. How can I help you today? Good morning. This is Krista 2000 calling. Um, I'm trying to understand my, um, dental insurance, the voluntary one. Wondering about your dental insurance? Um, so I have one. I got the text message saying that, uh, "Please contact us. Your coverage is, um, elapsing because of missed payments." I had it through a different company and then I switched to another one, so I'm trying to figure out where I am with it. Um, so what you're stating is that you worked for the staffing agency and you got hired on directly, correct? Yes, sir. Okay. And then you received that text message regarding elapsing coverage? Mm-hmm. Okay. So that message you received- Mm-hmm. ... was just a courtesy reminder from your previous employer letting you know that you were not active- Mm-hmm. ... in their benefits offer through them anymore. So, you had the option to make- Mm-hmm. ... a direct payment to maintain the insurance if you wanted to. Mm-hmm. Mm-hmm. Or, it's totally up to you. But since you stated you are- Okay. ... no longer working with Hamilton Reicker, um, you can disregard the text message- Mm-hmm. ... if need be. Okay. Is there anything else I can help you with today, Krista? Um, nope. I think I'm good for now. Okay. Well, you have a wonderful day, all right? You too. Thank you so much. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 200, this is Justin. How can I help you today?

Speaker speaker_1: Good morning. This is Krista 2000 calling. Um, I'm trying to understand my, um, dental insurance, the voluntary one.

Speaker speaker_0: Wondering about your dental insurance?

Speaker speaker_1: Um, so I have one. I got the text message saying that, uh, "Please contact us. Your coverage is, um, elapsing because of missed payments." I had it through a different company and then I switched to another one, so I'm trying to figure out where I am with it.

Speaker speaker_0: Um, so what you're stating is that you worked for the staffing agency and you got hired on directly, correct?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. And then you received that text message regarding elapsing coverage?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. So that message you received-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... was just a courtesy reminder from your previous employer letting you know that you were not active-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... in their benefits offer through them anymore. So, you had the option to make-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... a direct payment to maintain the insurance if you wanted to.

Speaker speaker_1: Mm-hmm. Mm-hmm.

Speaker speaker_0: Or, it's totally up to you. But since you stated you are-

Speaker speaker_1: Okay.

Speaker speaker_0: ... no longer working with Hamilton Reicker, um, you can disregard the text message-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... if need be.

Speaker speaker_1: Okay.

Speaker speaker_0: Is there anything else I can help you with today, Krista?

Speaker speaker_1: Um, nope. I think I'm good for now.

Speaker speaker_0: Okay. Well, you have a wonderful day, all right?

Speaker speaker_1: You too. Thank you so much.

Speaker speaker_0: You're welcome. Bye-bye.