

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Yes, sir. My name is Tony Chapman. I'm employed through TempStaff. Uh, I was calling to receive my vision policy number for my insurance and medical insurance policy number. Trying to schedule an eye exam. Yeah, let me check on that. What's the status of TempStaff? What's the last four of your Social? Uh, 2049. 2049. Yeah. Sure. And your first and last name again? Tony Chapman. Yeah. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Tony? Uh, 2563 Woodruff Road, Davisville, Mississippi 38606. And confirm your date of birth. Uh, March 5th, 1993. And a good telephone number have a 662-589-8550? Correct. And the email I have is tonymakingdeals365@gmail.com? Correct. Okay, so let's see here. So looking at the file, it looks like we haven't received that first payroll deduction just yet. However, I do know that TempStaff did send their payroll files on all of their employees late. So we're working with TempStaff and our account managers to get this situation figured out. Okay. As of right now, you're not currently active, but like I said, we're waiting for TempStaff and the account manager who represents TempStaff to fix this issue. Okay. So it could possibly be within the next couple weeks? Um, possibly. Either, either later this week or early next week. Okay. I'll be sure to check back then. Okay. Well, is there anything else I could help you out with today, Tony? Uh, that would be it, sir. Awesome. Well, you have a wonderful day, okay? You too. All right. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Yes, sir. My name is Tony Chapman. I'm employed through TempStaff. Uh, I was calling to receive my vision policy number for my insurance and medical insurance policy number. Trying to schedule an eye exam.

Speaker speaker_0: Yeah, let me check on that. What's the status of TempStaff? What's the last four of your Social?

Speaker speaker_1: Uh, 2049.

Speaker speaker_0: 2049. Yeah. Sure. And your first and last name again?

Speaker speaker_1: Tony Chapman. Yeah.

Speaker speaker_0: Okay. And for security purposes, can you verify your home address, including city, state and zip code, Tony?

Speaker speaker_1: Uh, 2563 Woodruff Road, Davisville, Mississippi 38606.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: Uh, March 5th, 1993.

Speaker speaker_0: And a good telephone number have a 662-589-8550?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is tonymakingdeals365@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, so let's see here. So looking at the file, it looks like we haven't received that first payroll deduction just yet. However, I do know that TempStaff did send their payroll files on all of their employees late. So we're working with TempStaff and our account managers to get this situation figured out.

Speaker speaker_1: Okay.

Speaker speaker_0: As of right now, you're not currently active, but like I said, we're waiting for TempStaff and the account manager who represents TempStaff to fix this issue.

Speaker speaker_1: Okay. So it could possibly be within the next couple weeks?

Speaker speaker_0: Um, possibly. Either, either later this week or early next week.

Speaker speaker_1: Okay. I'll be sure to check back then.

Speaker speaker_0: Okay. Well, is there anything else I could help you out with today, Tony?

Speaker speaker_1: Uh, that would be it, sir.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You too.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye.