

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Occurred. This is Justin. How can I help you today? How you doing, Justin? Doing pretty well, and yourself? I'm doing good. Uh, my reason for calling is I work, uh, through Integrity Staffing and, uh, I don't know if, uh, they're taking, uh, money for the medical that I never... that I declined when I, you know, filled out the paperwork. Ah. And I was just calling, uh, if you can please check to see if there was an error or something? Yeah, um, of course. Uh, so Integrity Trade Services, what's the last four of your Social? 8332. And what was your first and last name? My first name is Juan, J- U- A- N. Last name is Moreno, M- O- R- E- N- O. And for security purposes, could you verify your home address, including city, state and zip code, Juan? Address is 2030 185th Street, Lansing, Illinois, zip code 60438. Did you say phone number? No, sir. Your date of birth? Uh, 10/15/1959. And a good telephone number have a 708-731-6479? Yes. And the email I have is juan.moreno965@yahoo.com? Yes. Okay. Um, so did you receive, like, a text message, or something like that? N- no. I received, um, uh, check stubs for something else, and I think when I was looking at the check stub, I thought I saw that they were taking for, um, medic... for, uh, uh, you know, medi- medical insurance that I know when I applied, I declined it. I didn't need it. I totally understand. Um, so looking at the file, it looks like you're not currently enrolled into anything through Integrity Trade Services. So, if anything, those deductions wouldn't be coming from us at Benefits and Occurred. Okay. All right. You've answered my question. I'll double-check that and maybe I just misread something. Totally understandable. Is there anything else I can help you out with today, Mr Moreno? Yes, Justin. You mind if I share something with you before we hang up? Yeah. Go for it. Justin, I don't know if anybody has told you today, but God loves you. He cares about you. He sees your heart right now and he doesn't want you to worry about anything that's going on in there. That's how special you are to Him. I really do appreciate that, Juan. Believe it. I believe it. Definitely. Amen. 1000%. Amen. Take care, Amen. ... yourself. You too, sir. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Occurred. This is Justin. How can I help you today?

Speaker speaker_1: How you doing, Justin?

Speaker speaker_0: Doing pretty well, and yourself?

Speaker speaker_1: I'm doing good. Uh, my reason for calling is I work, uh, through Integrity Staffing and, uh, I don't know if, uh, they're taking, uh, money for the medical that I never... that I declined when I, you know, filled out the paperwork.

Speaker speaker_0: Ah.

Speaker speaker_1: And I was just calling, uh, if you can please check to see if there was an error or something?

Speaker speaker_0: Yeah, um, of course. Uh, so Integrity Trade Services, what's the last four of your Social?

Speaker speaker_1: 8332.

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

Speaker speaker_1: My first name is Juan, J- U- A- N. Last name is Moreno, M- O- R- E- N- O.

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

Speaker speaker_1: Address is 2030 185th Street, Lansing, Illinois, zip code 60438. Did you say phone number?

Speaker speaker_0: No, sir. Your date of birth?

Speaker speaker_1: Uh, 10/15/1959.

Speaker speaker_0: And a good telephone number have a 708-731-6479?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is juan.moreno965@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so did you receive, like, a text message, or something like that?

Speaker speaker_1: N- no. I received, um, uh, check stubs for something else, and I think when I was looking at the check stub, I thought I saw that they were taking for, um, medic... for, uh, uh, you know, medi- medical insurance that I know when I applied, I declined it. I didn't need it.

Speaker speaker_0: I totally understand. Um, so looking at the file, it looks like you're not currently enrolled into anything through Integrity Trade Services. So, if anything, those deductions wouldn't be coming from us at Benefits and Occurred.

Speaker speaker_1: Okay. All right. You've answered my question. I'll double-check that and maybe I just misread something.

Speaker speaker_0: Totally understandable. Is there anything else I can help you out with today, Mr Moreno?

Speaker speaker_1: Yes, Justin. You mind if I share something with you before we hang up?

Speaker speaker_0: Yeah. Go for it.

Speaker speaker_1: Justin, I don't know if anybody has told you today, but God loves you. He cares about you. He sees your heart right now and he doesn't want you to worry about anything that's going on in there. That's how special you are to Him.

Speaker speaker_0: I really do appreciate that, Juan.

Speaker speaker_1: Believe it.

Speaker speaker_0: I believe it.

Speaker speaker_2: Definitely. Amen.

Speaker speaker_0: 1000%.

Speaker speaker_1: Amen. Take care,

Speaker speaker_3: Amen.

Speaker speaker_1: ... yourself.

Speaker speaker_0: You too, sir. Bye-bye.

Speaker speaker_1: Bye.