

## Transcript: Justin

**Mills-5649631414272000-6523440363159552**

### 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? Hi, my name is Linda Scroggins. How are you? I'm doing pretty well, and yourself? I am fine. I have a question. Um, can you, um, uh, check and see when, what's the date, uh, last date for me to apply for my benefits? Um, I, uh, am employed with, uh, CareBuilders From Home. Yeah, let me check on that. So CareBuilders, what's the last four of your Social? Uh, 2905. And what was your first and last name again? I'm sorry. Uh, Linda Scroggins. Okay. And for security purposes, can you verify the home address, including city, state, and zip code, Ms. Scroggins? Yes. 25626 27th Street, San Bernardino, California 92404. And confirm your date of birth? Uh, April 25th, 1955. And a good telephone number. It has 310-617-1511? That is correct. And the email I have jrdiva@gmail? That is correct. Okay, so let's see here. So looking at- So I know the date is coming up. Yeah, so looking at the file, the initial hire date that we received, or when you received your first paycheck, was November 1st, so your cutoff date would be December 1st. December 1st? Okay. Um, and, and so how... Do you guys, um... 'Cause I know what I w- uh, I've looked at your, uh, packages and I know what I want, um, uh, as far as my medical and, and, um, pharmaceuticals and stuff. So, uh, do I just, do I have to mail that in or can I, uh, go online and fill it out? Or do I need to, uh, can I, uh, email it back to you or what? Um, I can actually get you enrolled over the phone right now if need be. Um, I do know- Nice. ... that ATC should have a website, I believe. Um, let me verify that. Okay. Yes, so it looks like CareBuilders does have a website where you can go to, uh, and enroll. Oh, good. Um, and I can provide you with that if need be as well. Okay, hold on. Let me get something to write with here. Um, get a... Okay. Okay, go ahead. Okay, so the website is www.my, so M-Y, and then it's B-I or B as in boy, I as in igloo, A as in alpha, C as in Charlie.com. Okay, hold on. Hold on, I'm sorry. I lost you. Okay my... Go ahead. Try again. Yeah, so my, so B as in bravo. Mm-hmm. I as in India. Uh-huh. A as in alpha. Uh-huh. C as in Charlie. Yes. Dot com. Oh, okay. Then there's a forward slash, or that little slash. Uh-huh, go ahead. And then A-T-C. Oh, A-T-C. A-T-C. Okay, got it. Okay. ... Uh, oh. ... and then hit- Oh my God, this thing did autocorrect on me! Oh my God. Okay, uh, my, B as in bravo. I as in igloo. Uh-huh. A as in alpha. Mm-hmm. C as in Charlie. Yeah. Dot com/ATC. I'm sorry. ATC. Yeah, it did... I'm sorry, when I looked at it, it had did a autocorrect on me. Mm-hmm. No worries. Yeah. Okay, I got it. I will, um, then just go online and, uh, uh, enroll myself then. Yes, ma'am. Okay. Thank you. And is- Is there anything else I can help you with today? Uh, no. Okay. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay? And you as well. Thank you. You're welcome. Bye-bye. Bye-bye.

## 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: Hi, my name is Linda Scroggins. How are you?

Speaker speaker\_1: I'm doing pretty well, and yourself?

Speaker speaker\_2: I am fine. I have a question. Um, can you, um, uh, check and see when, what's the date, uh, last date for me to apply for my benefits? Um, I, uh, am employed with, uh, CareBuilders From Home.

Speaker speaker\_1: Yeah, let me check on that. So CareBuilders, what's the last four of your Social?

Speaker speaker\_2: Uh, 2905.

Speaker speaker\_1: And what was your first and last name again? I'm sorry.

Speaker speaker\_2: Uh, Linda Scroggins.

Speaker speaker\_1: Okay. And for security purposes, can you verify the home address, including city, state, and zip code, Ms. Scroggins?

Speaker speaker\_2: Yes. 25626 27th Street, San Bernardino, California 92404.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: Uh, April 25th, 1955.

Speaker speaker\_1: And a good telephone number. It has 310-617-1511?

Speaker speaker\_2: That is correct.

Speaker speaker\_1: And the email I have jrdiva@gmail?

Speaker speaker\_2: That is correct.

Speaker speaker\_1: Okay, so let's see here. So looking at-

Speaker speaker\_2: So I know the date is coming up.

Speaker speaker\_1: Yeah, so looking at the file, the initial hire date that we received, or when you received your first paycheck, was November 1st, so your cutoff date would be December 1st.

Speaker speaker\_2: December 1st? Okay. Um, and, and so how... Do you guys, um... 'Cause I know what I w- uh, I've looked at your, uh, packages and I know what I want, um, uh, as far as my medical and, and, um, pharmaceuticals and stuff. So, uh, do I just, do I have to mail that in or can I, uh, go online and fill it out? Or do I need to, uh, can I, uh, email it back to you or what?

Speaker speaker\_1: Um, I can actually get you enrolled over the phone right now if need be. Um, I do know-

Speaker speaker\_2: Nice.

Speaker speaker\_1: ... that ATC should have a website, I believe. Um, let me verify that.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yes, so it looks like CareBuilders does have a website where you can go to, uh, and enroll.

Speaker speaker\_2: Oh, good.

Speaker speaker\_1: Um, and I can provide you with that if need be as well.

Speaker speaker\_2: Okay, hold on. Let me get something to write with here. Um, get a... Okay. Okay, go ahead.

Speaker speaker\_1: Okay, so the website is www.my, so M-Y, and then it's B-I or B as in boy, I as in igloo, A as in alpha, C as in Charlie.com.

Speaker speaker\_2: Okay, hold on. Hold o- oh, I'm sorry. I lost you. Okay my... Go ahead. Try again.

Speaker speaker\_1: Yeah, so my, so B as in bravo.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: I as in India.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: A as in alpha.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: C as in Charlie.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Dot com.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Then there's a forward slash, or that little slash.

Speaker speaker\_2: Uh-huh, go ahead.

Speaker speaker\_1: And then A-T-C.

Speaker speaker\_2: Oh, A-T-C. A-T-C. Okay, got it.

Speaker speaker\_1: Okay. ...

Speaker speaker\_2: Uh, oh.

Speaker speaker\_1: ... and then hit-

Speaker speaker\_2: Oh my God, this thing did autocorrect on me! Oh my God. Okay, uh, my, B as in bravo.

Speaker speaker\_1: I as in igloo.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: A as in alpha.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: C as in Charlie.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Dot com/ATC. I'm sorry.

Speaker speaker\_2: ATC. Yeah, it did... I'm sorry, when I looked at it, it had did a autocorrect on me. Mm-hmm.

Speaker speaker\_1: No worries.

Speaker speaker\_2: Yeah. Okay, I got it. I will, um, then just go online and, uh, uh, enroll myself then.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay. Thank you. And is-

Speaker speaker\_1: Is there anything else I can help you with today?

Speaker speaker\_2: Uh, no.

Speaker speaker\_1: Okay. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay?

Speaker speaker\_2: And you as well. Thank you.

Speaker speaker\_1: You're welcome. Bye-bye.

Speaker speaker\_2: Bye-bye.