

## **Transcript: Justin**

**Mills-566655084324864-5743895634165760**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Uh, yeah, I had missed a call yesterday from you guys. Uh, was there a voicemail left by any chance? There was not. Um, so let's see here. What's the staffing agency you work for? Surge. And the last four of your social? 2370. And what was your first and last name? Colton Quinn. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Colton? Yeah. 189 Chateau Circle, uh, Wooster, uh, Orrville, Ohio, uh, 44667. And confirm your date of birth for me. 10-31-2002. And a good telephone number have as 330-356-5240. Yep. And the email has his Colton4201@iclub. Yep. Okay, so I do see there was an outbound call to regarding an, uh, outbound... Yeah, an eligibility review for you. Um, we- Yeah. ... were advised, uh, that the pro- that the enrollment was processed. So you have a pending enrollment for dental and the VIP Classic for employee only. You said what again? It's pending? For dental and the V... Yeah, pending enrollment, so everything was processed for you. Okay. Okay. Well, is there anything else I can assist you with today? No. What, w- w- what, what do I do from here for that? Wait? Do I just wait? Yes, sir. So the pending enrollment process takes one to two weeks to go through. And then whenever you witness a deduction of \$23.70 come off your paycheck, coverage usually begins that following Monday. Um, your physical ID cards will arrive within seven to ten business days once you do become active in the coverage. Okay. Okay. All right. Thank you. Is there anything else I can assist you with today? No, that was it. Awesome. Well, thank you- Thank you for calling. ... for calling Benefits on a Card, and I hope you have a wonderful day, okay? You too. All right, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Uh, yeah, I had missed a call yesterday from you guys.

Speaker speaker\_0: Uh, was there a voicemail left by any chance?

Speaker speaker\_1: There was not.

Speaker speaker\_0: Um, so let's see here. What's the staffing agency you work for?

Speaker speaker\_1: Surge.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 2370.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Colton Quinn.

Speaker speaker\_0: Okay. And for security purposes, can you verify your home address, including city, state and zip code, Colton?

Speaker speaker\_1: Yeah. 189 Chateau Circle, uh, Wooster, uh, Orrville, Ohio, uh, 44667.

Speaker speaker\_0: And confirm your date of birth for me.

Speaker speaker\_1: 10-31-2002.

Speaker speaker\_0: And a good telephone number have as 330-356-5240.

Speaker speaker\_1: Yep.

Speaker speaker\_0: And the email has his Colton4201@iclub.

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay, so I do see there was an outbound call to regarding an, uh, outbound... Yeah, an eligibility review for you. Um, we-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... were advised, uh, that the pro- that the enrollment was processed. So you have a pending enrollment for dental and the VIP Classic for employee only.

Speaker speaker\_1: You said what again? It's pending?

Speaker speaker\_0: For dental and the V... Yeah, pending enrollment, so everything was processed for you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Well, is there anything else I can assist you with today?

Speaker speaker\_1: No. What, w- w- what, what do I do from here for that? Wait? Do I just wait?

Speaker speaker\_0: Yes, sir. So the pending enrollment process takes one to two weeks to go through. And then whenever you witness a deduction of \$23.70 come off your paycheck, coverage usually begins that following Monday. Um, your physical ID cards will arrive within seven to ten business days once you do become active in the coverage.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: Is there anything else I can assist you with today?

Speaker speaker\_1: No, that was it.

Speaker speaker\_0: Awesome. Well, thank you-

Speaker speaker\_1: Thank you for calling.

Speaker speaker\_0: ... for calling Benefits on a Card, and I hope you have a wonderful day, okay?

Speaker speaker\_1: You too.

Speaker speaker\_0: All right, bye-bye.