

## **Transcript: Justin**

**Mills-5722505973776384-6671072861274112**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hello, Justin. This is Celso Figueroa. I'm responding from this message from this, uh, number. What did you tell about? Is this about the health insurance? Um, yeah. We offer health insurance for benefit administrators for staffing agencies, so did you receive- Mm-hmm. ... a text message or something? Yes. 000 00:00:29,980 -- 00:00:29,780 Okay. I received- Do you mind, that message, so I could help further assist you? Okay. . Hello. Are you still there? Yeah, I'm here. Yeah, do you mind reading out the text message, so I can help further assist you? Yeah, it's about, uh, the health insurance that I, uh, you're offering. I already en- uh, enrolled in that last, I think last two weeks ago. Um, yeah, okay. Um, so if you enrolled last week or a couple weeks ago, the message that you received now was just a courtesy reminder from s- your employer, letting you know you're still eligible. Right. Uh, when do I get the health insurance card, or when do I start using, to use it? Um, well, let me try pulling your file and see what's going on. What's that staffing agency you work for? Uh, Surge. S-U-R-G-E. And the last four of your Social? Uh, 2731. And what was your first and last name? Cels- Celso Figueroa. Oh, okay. And for security purposes, can you verify your home address, including city, state and ZIP Code? 629 Rose Lane, Bartlett, Illinois, 60103, ZIP Code. And your date of birth? 8/30/63. And a good telephone number have a 630-398-7905. That's correct. And the email has quantumboy30@Yahoo!?. Yes, that's right too. Okay. Okay, so looking at the file, it looks like you're in a pending request sent for enrollment, so it looks like you should be experiencing deductions this week for you to become active around next week. So I get the deduction this week? This Friday? Yes, sir. So deduction, so it looks like deductions will occur this week for you to become active around next week on Monday. And then physical ID cards will be received within seven to ten business days, okay? Okay. But I can, uh, I gotta, I need to get some medicine from a CVS pharmacy. How can I use it, right, 0007 is already available? Um, so like I said, you're in a pending request sent for enrollment, so you're not currently active right now. Um, like I said, we're waiting for Surge Staffing to make those deductions on you. And then once you do become active, or s- once they do make those deductions, you'll become active that following Monday. So if anything, you'd become active on Monday of next week, the 28th, or the 21st. My apologies. Okay. I'm waiting for that. I will call the staffing agency about this. Thank you for reminding me. Yep. You're welcome. Okay. You have a great day, okay? Thank you, Justin. Bye-bye. 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: Hello, Justin. This is Celso Figueroa. I'm responding from this message from this, uh, number. What did you tell about? Is this about the health insurance?

Speaker speaker\_0: Um, yeah. We offer health insurance for benefit administrators for staffing agencies, so did you receive-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... a text message or something?

Speaker speaker\_1: Yes. 000 00:00:29,980 -- 00:00:29,780

Speaker speaker\_0: Okay.

Speaker speaker\_1: I received-

Speaker speaker\_0: Do you mind, that message, so I could help further assist you?

Speaker speaker\_1: Okay. .

Speaker speaker\_0: Hello. Are you still there?

Speaker speaker\_1: Yeah, I'm here.

Speaker speaker\_0: Yeah, do you mind reading out the text message, so I can help further assist you?

Speaker speaker\_1: Yeah, it's about, uh, the health insurance that I, uh, you're offering. I already en- uh, enrolled in that last, I think last two weeks ago.

Speaker speaker\_0: Um, yeah, okay. Um, so if you enrolled last week or a couple weeks ago, the message that you received now was just a courtesy reminder from s- your employer, letting you know you're still eligible.

Speaker speaker\_1: Right. Uh, when do I get the health insurance card, or when do I start using, to use it?

Speaker speaker\_0: Um, well, let me try pulling your file and see what's going on. What's that staffing agency you work for?

Speaker speaker\_1: Uh, Surge. S-U-R-G-E.

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

Speaker speaker\_1: Uh, 2731.

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

Speaker speaker\_1: Cels- Celso Figueroa.

Speaker speaker\_0: Oh, okay. And for security purposes, can you verify your home address, including city, state and ZIP Code?

Speaker speaker\_1: 629 Rose Lane, Bartlett, Illinois, 60103, ZIP Code.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 8/30/63.

Speaker speaker\_0: And a good telephone number have a 630-398-7905.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: And the email has quantumboy30@Yahoo!?.

Speaker speaker\_1: Yes, that's right too.

Speaker speaker\_0: Okay. Okay, so looking at the file, it looks like you're in a pending request sent for enrollment, so it looks like you should be experiencing deductions this week for you to become active around next week.

Speaker speaker\_1: So I get the deduction this week? This Friday?

Speaker speaker\_0: Yes, sir. So deduction, so it looks like deductions will occur this week for you to become active around next week on Monday. And then physical ID cards will be received within seven to ten business days, okay?

Speaker speaker\_1: Okay. But I can, uh, I gotta, I need to get some medicine from a CVS pharmacy. How can I use it, right, 0007 is already available?

Speaker speaker\_0: Um, so like I said, you're in a pending request sent for enrollment, so you're not currently active right now. Um, like I said, we're waiting for Surge Staffing to make those deductions on you. And then once you do become active, or s- once they do make those deductions, you'll become active that following Monday. So if anything, you'd become active on Monday of next week, the 28th, or the 21st. My apologies.

Speaker speaker\_1: Okay. I'm waiting for that. I will call the staffing agency about this. Thank you for reminding me.

Speaker speaker\_0: Yep. You're welcome.

Speaker speaker\_1: Okay.

Speaker speaker\_0: You have a great day, okay?

Speaker speaker\_1: Thank you, Justin. Bye-bye.

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