

## **Transcript: Justin**

**Mills-5741850757480448-5940871556022272**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, uh, what your name again? Uh, this is Benefits and a Card. My name is Justin. How can I help you today? Hi, Justin. Yeah, um, my wife, her name is Tiet Tran, and she on the way to, uh, uh, like, get permanent job. And yeah, I called her up here at work, and I tell them, like, she don't need the insurance right now because my company cover full, full cover for her. Okay. Yeah, that's why- So, she stopped at Benefits, correct? Yes. So she don't need it now. Okay. So, she wants to decline benefits, am I correct? Am I hearing that correctly? Yes. Yes, you're correct. Okay. Is she nearby so I can speak with her? She is, she at, um, at work right now. And I'm, I'm workable in, and, uh, I have long, long time till they're home, at home, yeah. Okay. Um, so unfortunately, I would have to speak with her regarding this information in order to opt her out. So, I would actually need for her to call or for you to, uh, get permission to speak on her behalf. Oh. Okay. If, uh, I call and her, her beside me, it's okay still, right? Yes, sir. We would just need to ask if we could speak to you on her behalf. Oh, okay, okay. I, I got it. And, um, she works at home at 3:00, 3:00 PM, and, uh, I don't know, do you guys still have an office or not? Yeah. Yes, sir. So, we're open until 8:00 PM Eastern Standard Time, Monday through Friday. So, we'll, we close at 5:00 PM- Oh. ... uh, your time, if you're from the West Coast. Yeah. Yeah, thank you. And, uh, one more question is, um, uh, are you taking care of our 401 or no? Um, so us at Benefits and a Card, we don't offer 401. Now, her employer may offer 401, so she would need to speak with her employer regarding that. Okay. Yeah, thank you. Thank you, Justin. You're welcome. Is there anything else I could help you out with today? No, just check about this, check about the health insurance, yeah. Awesome. Well, you have a wonderful day. Bye. Yeah. I, I will call... Yeah, you too. I will call you later, yeah. Thank you. Sounds good. You have a great day, okay? You too. Bye-bye. Yes. All right. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hello.

Speaker speaker\_2: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi, uh, what your name again?

Speaker speaker\_2: Uh, this is Benefits and a Card. My name is Justin. How can I help you today?

Speaker speaker\_1: Hi, Justin. Yeah, um, my wife, her name is Tiet Tran, and she on the way to, uh, uh, like, get permanent job. And yeah, I called her up here at work, and I tell them, like, she don't need the insurance right now because my company cover full, full cover for her.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yeah, that's why-

Speaker speaker\_2: So, she stopped at Benefits, correct?

Speaker speaker\_1: Yes. So she don't need it now.

Speaker speaker\_2: Okay. So, she wants to decline benefits, am I correct? Am I hearing that correctly?

Speaker speaker\_1: Yes. Yes, you're correct.

Speaker speaker\_2: Okay. Is she nearby so I can speak with her?

Speaker speaker\_1: She is, she at, um, at work right now. And I'm, I'm workable in, and, uh, I have long, long time till they're home, at home, yeah.

Speaker speaker\_2: Okay. Um, so unfortunately, I would have to speak with her regarding this information in order to opt her out. So, I would actually need for her to call or for you to, uh, get permission to speak on her behalf.

Speaker speaker\_1: Oh. Okay. If, uh, I call and her, her beside me, it's okay still, right?

Speaker speaker\_2: Yes, sir. We would just need to ask if we could speak to you on her behalf.

Speaker speaker\_1: Oh, okay, okay. I, I got it. And, um, she works at home at 3:00, 3:00 PM, and, uh, I don't know, do you guys still have an office or not? Yeah.

Speaker speaker\_2: Yes, sir. So, we're open until 8:00 PM Eastern Standard Time, Monday through Friday. So, we'll, we close at 5:00 PM-

Speaker speaker\_1: Oh.

Speaker speaker\_2: ... uh, your time, if you're from the West Coast.

Speaker speaker\_1: Yeah. Yeah, thank you. And, uh, one more question is, um, uh, are you taking care of our 401 or no?

Speaker speaker\_2: Um, so us at Benefits and a Card, we don't offer 401. Now, her employer may offer 401, so she would need to speak with her employer regarding that.

Speaker speaker\_1: Okay. Yeah, thank you. Thank you, Justin.

Speaker speaker\_2: You're welcome. Is there anything else I could help you out with today?

Speaker speaker\_1: No, just check about this, check about the health insurance, yeah.

Speaker speaker\_2: Awesome. Well, you have a wonderful day. Bye.

Speaker speaker\_1: Yeah. I, I will call... Yeah, you too. I will call you later, yeah. Thank you.

Speaker speaker\_2: Sounds good. You have a great day, okay?

Speaker speaker\_1: You too. Bye-bye. Yes.

Speaker speaker\_2: All right. Bye-bye.