

Transcript: Justin

Mills-5792647861813248-5026617409454080

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yeah, I got a call, uh, this call regarding my health benefits. Yeah. Was there a voicemail left by any chance, or was it just a test phone? Uh, yes. It said, uh, something about failing to enroll me in benefits because of my address. No one's left a voicemail. Uh, so let's see. No, I... Yeah. So, the outbound call to you was probably, um, regarding health insurance through your staffing agency employer. Um, we just wanted to confirm if you wanted to enroll, or if you wanted to opt out, um, or if it was a courtesy reminder from them letting in- you know that you were eligible to be enrolled into their health insurance. One of those two. Uh... I think I would wait till I'm hired through a company to apply through- I mean, is this the same insurance, health insurance? Um, it's just the insurance offered through that staffing agency. However, I don't know if it's the same insurance once you get hired on full-time with a different company, if that makes any sense. Uh, okay. How can I get that started? Um, yeah. I can try pulling your file for you. Uh, what's that staffing agency you work for? I'm not even sure of the name. Okay. Well, I would need the name of the staffing agency in order to pull your file. I see. Give me one second. I'm sorry. I'm gonna have to give you a call back. Okay. No worries. I can't find the name of the staffing agency at the moment. No worries. We're open till 8:00 PM Eastern Standard Time this evening, okay? Sounds great. Thank you. You're welcome. You have a great day, all right?

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Yeah, I got a call, uh, this call regarding my health benefits.

Speaker speaker_0: Yeah. Was there a voicemail left by any chance, or was it just a test phone?

Speaker speaker_1: Uh, yes. It said, uh, something about failing to enroll me in benefits because of my address.

Speaker speaker_2: No one's left a voicemail.

Speaker speaker_0: Uh, so let's see. No, I... Yeah. So, the outbound call to you was probably, um, regarding health insurance through your staffing agency employer. Um, we just wanted to confirm if you wanted to enroll, or if you wanted to opt out, um, or if it was a courtesy reminder

from them letting in- you know that you were eligible to be enrolled into their health insurance. One of those two.

Speaker speaker_1: Uh... I think I would wait till I'm hired through a company to apply through- I mean, is this the same insurance, health insurance?

Speaker speaker_0: Um, it's just the insurance offered through that staffing agency. However, I don't know if it's the same insurance once you get hired on full-time with a different company, if that makes any sense.

Speaker speaker_1: Uh, okay. How can I get that started?

Speaker speaker_0: Um, yeah. I can try pulling your file for you. Uh, what's that staffing agency you work for?

Speaker speaker_1: I'm not even sure of the name.

Speaker speaker_0: Okay. Well, I would need the name of the staffing agency in order to pull your file.

Speaker speaker_1: I see. Give me one second. I'm sorry. I'm gonna have to give you a call back.

Speaker speaker_0: Okay. No worries.

Speaker speaker_1: I can't find the name of the staffing agency at the moment.

Speaker speaker_0: No worries. We're open till 8:00 PM Eastern Standard Time this evening, okay?

Speaker speaker_1: Sounds great. Thank you.

Speaker speaker_0: You're welcome. You have a great day, all right?