

Transcript: Justin

Mills-5810673369956352-6086374165790720

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? Um, yeah. This is Kashana Palison. I'm not from here, I'm from Haiti. I received a text message about the benefits to make change past 30 days, I mean, before it's closed. I don't know what that mean. I was calling t- to get more information. Yeah. So, the text message you received was just welcoming you to your- the staffing agency you work for. Oh. And letting you know that you are eligible to be enrolled into their health insurance, so like medical, dental, vision insurance. So, it was just a courtesy reminder from them. Oh, okay. Mm-hmm. So, I mean, I don't have job yet. They was send me for two weeks, they stopped me. I was... I wait today for update. So- Mm-hmm. ... I'm gonna wait. When they call me back, I can get any benefits I want, like they sent to me? Uh, correct, 'cause you do have 30 days from your first paycheck to be enrolled, yes. Okay. Thank you. You're welcome. Is there anything else I could help you out with today? No, that's all. Thank you so much. You're welcome. You have a great day, okay? You too. Mm-hmm. Bye bye. All right. 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: Um, yeah. This is Kashana Palison. I'm not from here, I'm from Haiti. I received a text message about the benefits to make change past 30 days, I mean, before it's closed. I don't know what that mean. I was calling t- to get more information.

Speaker speaker_1: Yeah. So, the text message you received was just welcoming you to your- the staffing agency you work for.

Speaker speaker_2: Oh.

Speaker speaker_1: And letting you know that you are eligible to be enrolled into their health insurance, so like medical, dental, vision insurance. So, it was just a courtesy reminder from them.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So, I mean, I don't have job yet. They was send me for two weeks, they stopped me. I was... I wait today for update. So-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... I'm gonna wait. When they call me back, I can get any benefits I want, like they sent to me?

Speaker speaker_1: Uh, correct, 'cause you do have 30 days from your first paycheck to be enrolled, yes.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Is there anything else I could help you out with today?

Speaker speaker_2: No, that's all. Thank you so much.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You too. Mm-hmm. Bye bye.

Speaker speaker_1: All right. Bye bye.