

Transcript: Justin

Mills-5937085719986176-6100493387907072

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Um, I got a text message to call you guys so I don't know why, but I called. Do you mind reading out the text message? To do what? Do you mind reading out the text message for me? Uh, I can't read. Um, um, my phone reads it to me. Okay. Um, so the text message that you probably received was probably letting you know that you were eligible to be enrolled in the benefits due to HSS's being in their company open enrollment period. So, you had the option to enroll, make changes or cancel benefits, like medical, dental, vision insurance. What's... Okay, what is HSS? Hospitality Staffing Solutions. It's a staffing agency. Oh, okay. Yeah, I, that's who I work, I work through. Okay. So, yes, so that text message you received was just a courtesy reminder from them letting you know that they were in their open enrollment. So, you had the option to enroll, make changes or cancel benefits offered through them. Oh, okay. Um, I didn't know they had benefits. Uh, this is the first time I found out they had benefits. Totally understand. Um, I can email you a copy of the benefit guide if you want something to look over? Yeah. I would like that. Do you have a good email I can send this to? Yes. It's, um, it's im-... uh, let, let me see which exactly one before I say yeah. Hold on. Of course. Yes. It's adalasmich0657@gmail.com. And just to confirm, that was A-D-A-L-O-S-M-I-C-H 0-6-5-7 at gmail? Um, can you do that one more time? Sorry. Yeah. So, I have A as in alpha, D as in David, A as in alpha- No. 6-4... Stop right there. It's A-D-A as in Victor. Oh, A-D-A. Okay. A-D-A-L-O-S-M-I-C-H. 0657, okay. Correct. So, the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacart.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder. Okay? Yep. I sure will. Thank you. You're welcome. You have a great day, okay? You too. All right, goodbye. You bet.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Cart. This is Justin. How can I help you today?

Speaker speaker_2: Um, I got a text message to call you guys so I don't know why, but I called.

Speaker speaker_1: Do you mind reading out the text message?

Speaker speaker_2: To do what?

Speaker speaker_1: Do you mind reading out the text message for me?

Speaker speaker_2: Uh, I can't read. Um, um, my phone reads it to me.

Speaker speaker_1: Okay. Um, so the text message that you probably received was probably letting you know that you were eligible to be enrolled in the benefits due to HSS's being in their company open enrollment period. So, you had the option to enroll, make changes or cancel benefits, like medical, dental, vision insurance.

Speaker speaker_2: What's... Okay, what is HSS?

Speaker speaker_1: Hospitality Staffing Solutions. It's a staffing agency.

Speaker speaker_2: Oh, okay. Yeah, I, that's who I work, I work through.

Speaker speaker_1: Okay. So, yes, so that text message you received was just a courtesy reminder from them letting you know that they were in their open enrollment. So, you had the option to enroll, make changes or cancel benefits offered through them.

Speaker speaker_2: Oh, okay. Um, I didn't know they had benefits. Uh, this is the first time I found out they had benefits.

Speaker speaker_1: Totally understand. Um, I can email you a copy of the benefit guide if you want something to look over?

Speaker speaker_2: Yeah. I would like that.

Speaker speaker_1: Do you have a good email I can send this to?

Speaker speaker_2: Yes. It's, um, it's im-... uh, let, let me see which exactly one before I say yeah. Hold on.

Speaker speaker_1: Of course.

Speaker speaker_2: Yes. It's adalosmich0657@gmail.com.

Speaker speaker_1: And just to confirm, that was A-D-A-L-O-S-M-I-C-H 0-6-5-7 at gmail?

Speaker speaker_2: Um, can you do that one more time? Sorry.

Speaker speaker_1: Yeah. So, I have A as in alpha, D as in David, A as in alpha-

Speaker speaker_2: No. 6-4... Stop right there. It's A-D-A as in Victor.

Speaker speaker_1: Oh, A-D-A. Okay.

Speaker speaker_2: A-D-A-L-O-S-M-I-C-H.

Speaker speaker_1: 0657, okay.

Speaker speaker_2: Correct.

Speaker speaker_1: So, the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacart.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder. Okay?

Speaker speaker_2: Yep. I sure will. Thank you.

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

Speaker speaker_2: You too.

Speaker speaker_1: All right, goodbye.

Speaker speaker_2: You bet.