

## Transcript: Justin

**Mills-6174566099107840-6629006992130048**

### Full Transcript

Thank you for calling Benefits on the Card. This is Justin. How can I help you today? Hi. I got a call from this number three times. I don't know what was going on. I... Um, was there a voicemail left by any chance? No. I'm driving, so I really can't even see it, it barely, but as far as my front notifications, I don't see a voicemail. No worries. So there was probably an outbound call to you regarding, uh, an en- an enrollment form we received from your employer. So we just wanted to confirm if you wanted to enroll or if you wanted to opt out of benefits. Okay. Which one was... Which employer are you calling about? 'Cause I had diff- several different employers that I've been trying to get an immediate job for. Um, well we work with multiple staffing agencies. Um, the Resource Company is, uh, someone we work with, yes. Yeah. The, the Resource Company is what I was... Yeah. That, that was the benefits that I signed up for whenever I looked at it. Um, it was, it was the, pretty much the standard application. Um, I don't know what to really expect with this process, so I said that whatever I signed up for, that's, that's what I was gonna go with for now. Okay. Um, so let's see here. 'Cause looking at the enrollment form that was submitted on the 29th, you chose that you wanted, uh... Well you didn't elect any benefits and you chose to participate, so we're just reaching out and confirming what you wanted to be enrolled into as well. All right. Yeah. Um, I guess if that's the case, just sign me up with the, I guess, cheapest form that I can afford right now. Right now, I need money to pay bills and I don't know how long I'll be having... how long I'll even be working. I'm looking for full-time, so I'm not really trying to look for or to mess around with, with hopping jobs. So do the Resource, just give me the base plan. Okay, so the basic plan? Sure. Okay, so let's see here. Let me try pulling your file. So the Resource, what's the last four of your social? 8805. And what was your first and last name? I'm sorry, sir. You're cutting in and out because I'm driving. Your first and last name? T. Rod Smith. K-E-R-O-N. I'll have it spelled with the last name. And for security purposes, could you verify the home address, including city, state and zip code? 3100 North Elm Street, uh, Apartment 4B, City of Greensboro, North Carolina 27408. And your date of birth? May 27th, 1993. And a good telephone number has 336-493-1763. 336-493-1763. Okay. And the email address is lastnamefirstname2012@gmail.com? Right. So the basic plan would be the VIP Basic at \$15.50 per week, deauthorize the Resource to make the deduction for you? Yeah. Okay. So pending enrollments do take one to two weeks to go through. Then whenever you witnessed that deduction of the \$15.50 come off your paycheck, coverage begins the Monday we receive it from the Resource Company. Seven to 10 business days later, you will receive your policy and ID card information in the mail. Other than that, is there anything else I could assist you with today? No, thank you. I appreciate your time. You're welcome. You have a great weekend, okay? Likewise. You too. Bye-bye. Goodbye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on the Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi. I got a call from this number three times. I don't know what was going on. I...

Speaker speaker\_0: Um, was there a voicemail left by any chance?

Speaker speaker\_1: No. I'm driving, so I really can't even see it, it barely, but as far as my front notifications, I don't see a voicemail.

Speaker speaker\_0: No worries. So there was probably an outbound call to you regarding, uh, an en- an enrollment form we received from your employer. So we just wanted to confirm if you wanted to enroll or if you wanted to opt out of benefits.

Speaker speaker\_1: Okay. Which one was... Which employer are you calling about? 'Cause I had diff- several different employers that I've been trying to get an immediate job for.

Speaker speaker\_0: Um, well we work with multiple staffing agencies. Um, the Resource Company is, uh, someone we work with, yes.

Speaker speaker\_1: Yeah. The, the Resource Company is what I was... Yeah. That, that was the benefits that I signed up for whenever I looked at it. Um, it was, it was the, pretty much the standard application. Um, I don't know what to really expect with this process, so I said that whatever I signed up for, that's, that's what I was gonna go with for now.

Speaker speaker\_0: Okay. Um, so let's see here. 'Cause looking at the enrollment form that was submitted on the 29th, you chose that you wanted, uh... Well you didn't elect any benefits and you chose to participate, so we're just reaching out and confirming what you wanted to be enrolled into as well.

Speaker speaker\_1: All right. Yeah. Um, I guess if that's the case, just sign me up with the, I guess, cheapest form that I can afford right now. Right now, I need money to pay bills and I don't know how long I'll be having... how long I'll even be working. I'm looking for full-time, so I'm not really trying to look for or to mess around with, with hopping jobs. So do the Resource, just give me the base plan.

Speaker speaker\_0: Okay, so the basic plan?

Speaker speaker\_1: Sure.

Speaker speaker\_0: Okay, so let's see here. Let me try pulling your file. So the Resource, what's the last four of your social?

Speaker speaker\_1: 8805.

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

Speaker speaker\_1: I'm sorry, sir. You're cutting in and out because I'm driving.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: T. Rod Smith. K-E-R-O-N. I'll have it spelled with the last name.

Speaker speaker\_0: And for security purposes, could you verify the home address, including city, state and zip code?

Speaker speaker\_1: 3100 North Elm Street, uh, Apartment 4B, City of Greensboro, North Carolina 27408.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: May 27th, 1993.

Speaker speaker\_0: And a good telephone number has 336-493-1763.

Speaker speaker\_1: 336-493-1763.

Speaker speaker\_0: Okay. And the email address is lastnamefirstname2012@gmail.com?

Speaker speaker\_1: Right.

Speaker speaker\_0: So the basic plan would be the VIP Basic at \$15.50 per week, deauthorize the Resource to make the deduction for you?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. So pending enrollments do take one to two weeks to go through. Then whenever you witnessed that deduction of the \$15.50 come off your paycheck, coverage begins the Monday we receive it from the Resource Company. Seven to 10 business days later, you will receive your policy and ID card information in the mail. Other than that, is there anything else I could assist you with today?

Speaker speaker\_1: No, thank you. I appreciate your time.

Speaker speaker\_0: You're welcome. You have a great weekend, okay?

Speaker speaker\_1: Likewise. You too.

Speaker speaker\_0: Bye-bye.

Speaker speaker\_1: Goodbye.