

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, my name's Tanya. I'm calling for health insurance. Okay. What's the staffing agency you work for? Partner Expressions. And the last four of your social? 0701. And what was your first and last name? Um, I have two last names. My first name is Tanya, and then Marin, Torres. Okay. And for security purposes, could you verify your home address, including city, state and zip code? 14712 San Antonio Avenue in Paramount, California 90723. And your date of birth? November 23rd, 2000. And a good telephone number I have is 562-794-5095? Yes. And the email I have is tanya.marin23@Yahoo? Yes, that's correct. Okay. And what did you want to be enrolled into? Um, so I don't really know the options. Um, I think last time I called I asked if there was like a portal or somewhere where I'm able to literally see like my options, but I was told that there's no portal available. Okay. Um, so I'll go ahead and email you a copy of the benefit guide just so you have it. Okay. And then give you a brief rundown of what's offered. So just bear with me one second, okay? Okay. Okay. But the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay? Okay. And then, um, I, I know my deadline is soon. Um, I just can't remember the date. Uh, let's see. So we received your hire date as February 17th of 2025. So let me verify. Mm, da, da, da, da. Sorry. So your cutoff date would be March 19, so next Wednesday. March 19th? Okay. Okay, that sounds good. Um, March 19th. Okay, thank you so much. You're welcome. Is there anything else I could help you out with today? Um, no, that'll be all. If, um, I don't receive the email, d- can I... Do I just call again and request it? Is that right? Uh, correct. Um, however, if you don't see it in your inbox, make sure you check your spam or check your junk folder to be on the safe side, okay? Okay. Sounds good. Thank you so much. You're welcome. You have a great day, all right? You too. Bye. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, my name's Tanya. I'm calling for health insurance.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Partner Expressions.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 0701.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Um, I have two last names. My first name is Tanya, and then Marin, Torres.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: 14712 San Antonio Avenue in Paramount, California 90723.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: November 23rd, 2000.

Speaker speaker_0: And a good telephone number I have is 562-794-5095?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is tanya.marin23@Yahoo?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Okay. And what did you want to be enrolled into?

Speaker speaker_1: Um, so I don't really know the options. Um, I think last time I called I asked if there was like a portal or somewhere where I'm able to literally see like my options, but I was told that there's no portal available.

Speaker speaker_0: Okay. Um, so I'll go ahead and email you a copy of the benefit guide just so you have it.

Speaker speaker_1: Okay.

Speaker speaker_0: And then give you a brief rundown of what's offered. So just bear with me one second, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. But the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay?

Speaker speaker_1: Okay. And then, um, I, I know my deadline is soon. Um, I just can't remember the date.

Speaker speaker_0: Uh, let's see. So we received your hire date as February 17th of 2025. So let me verify. Mm, da, da, da, da.

Speaker speaker_1: Sorry.

Speaker speaker_0: So your cutoff date would be March 19, so next Wednesday.

Speaker speaker_1: March 19th? Okay. Okay, that sounds good. Um, March 19th. Okay, thank you so much.

Speaker speaker_0: You're welcome. Is there anything else I could help you out with today?

Speaker speaker_1: Um, no, that'll be all. If, um, I don't receive the email, d- can I... Do I just call again and request it? Is that right?

Speaker speaker_0: Uh, correct. Um, however, if you don't see it in your inbox, make sure you check your spam or check your junk folder to be on the safe side, okay?

Speaker speaker_1: Okay. Sounds good. Thank you so much.

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

Speaker speaker_1: You too. Bye.

Speaker speaker_0: All right, bye-bye.