

Transcript: Justin

Mills-6388241478238208-5703113932324864

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, um, I just need to see how many more days I have until I need to sign up. Okay. What's the staffing agency you work for? Uh, Partners Personal. And the last four of your social? 1996. And what was your first and last name? Rochelle Kristen. Kristen. Okay. I think it said something- And- ... about from your first paycheck, right? Yeah. So 30... It's usually 30 days from your first paycheck. Um, but let me- Yeah. ... verify it. For security purposes, can you verify your home address, including city, state and zip code, Rochelle? Yeah. 8438 Williamsburg Place, Riverside, California, 92504. And your date of birth? August 27th, '78. And a good telephone number I have is 951-288-7916. Correct. And the email I have is redrash10 at gmail? Yeah. Okay, so let's see here. So we received your hire date as February 10th of 2025. So it looks like your cutoff date would be March 12th of 2025- Oh. ... since there's 28 days in February. Oh, okay, so on March 12th. Okay, I just want to make sure because I'm still going through everything, just it's... There's a lot. Of course. I understand. Because I got the packet from you. Okay. Well, was there anything else I could assist you with today, Rochelle? No, and, um, if I do like the, um, like the tele, um, thing, that's 5.99, you know, like to see the doctor and stuff? So I don't need that. The virtual primary care? Yeah. Does that one, um... Do I have to have another one? Is that like an add-on or is that just... I could just have that? Um, you can just have that. So anything that's offered through Partners is totally optional. You don't have to... Uh, any- nothing is required. Oh, okay. Okay, okay. I just need to check that, um, and I gotta check the de- dental. I gotta check with y- a lot of things, so I gotta call some people, see what they take first so I know. No worries. Okay. Is there anything else I can help you out with today? No, that would be all. Awesome. Well, you have a wonderful weekend, okay? Y- you too. Bye. Thank you. 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: Yes, um, I just need to see how many more days I have until I need to sign up.

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

Speaker speaker_1: Uh, Partners Personal.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 1996.

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

Speaker speaker_1: Rochelle Kristen.

Speaker speaker_0: Kristen. Okay.

Speaker speaker_1: I think it said something-

Speaker speaker_0: And-

Speaker speaker_1: ... about from your first paycheck, right?

Speaker speaker_0: Yeah. So 30... It's usually 30 days from your first paycheck. Um, but let me-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... verify it. For security purposes, can you verify your home address, including city, state and zip code, Rochelle?

Speaker speaker_1: Yeah. 8438 Williamsburg Place, Riverside, California, 92504.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: August 27th, '78.

Speaker speaker_0: And a good telephone number I have is 951-288-7916.

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is redrash10 at gmail?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so let's see here. So we received your hire date as February 10th of 2025. So it looks like your cutoff date would be March 12th of 2025-

Speaker speaker_1: Oh.

Speaker speaker_0: ... since there's 28 days in February.

Speaker speaker_1: Oh, okay, so on March 12th. Okay, I just want to make sure because I'm still going through everything, just it's... There's a lot.

Speaker speaker_0: Of course. I understand.

Speaker speaker_1: Because I got the packet from you.

Speaker speaker_0: Okay. Well, was there anything else I could assist you with today, Rochelle?

Speaker speaker_1: No, and, um, if I do like the, um, like the tele, um, thing, that's 5.99, you know, like to see the doctor and stuff? So I don't need that.

Speaker speaker_0: The virtual primary care?

Speaker speaker_1: Yeah. Does that one, um... Do I have to have another one? Is that like an add-on or is that just... I could just have that?

Speaker speaker_0: Um, you can just have that. So anything that's offered through Partners is totally optional. You don't have to... Uh, any- nothing is required.

Speaker speaker_1: Oh, okay. Okay, okay. I just need to check that, um, and I gotta check the de- dental. I gotta check with y- a lot of things, so I gotta call some people, see what they take first so I know.

Speaker speaker_0: No worries.

Speaker speaker_1: Okay.

Speaker speaker_0: Is there anything else I can help you out with today?

Speaker speaker_1: No, that would be all.

Speaker speaker_0: Awesome. Well, you have a wonderful weekend, okay?

Speaker speaker_1: Y- you too. Bye.

Speaker speaker_0: Thank you. Bye-bye.