

## **Transcript: Justin**

**Mills-6453237601058816-4984999138607104**

### **Full Transcript**

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Hey, Justin. I just got a question. How long do you have to be on the job to receive the, uh, <> benefits? Um, well, I do know your personal open enrollment is 30 days from your first paycheck. Um, so whenever you receive your first paycheck, that's considered your personal open enrollment period. Um, but once you are enrolled, um, we're- pending enrollments do take one to two weeks to go through. But I mean, I can pull your file for you to confirm if you are enrolled or not. Okay. Could you please do that? Yeah. What's the staffing agency you work for? Uh, MAU, where I work at <<. And the last four of your social? 4339. And what was your first and last name? Jasmine Hamilton. And for security purposes, can you verify your home address, including city, state and zip code, Jasmine? Mm-hmm. 522 Buttonwood Drive, Gradyville, South Carolina, 29829. And your date of birth? 06/14/2004. And a good telephone number have is 803-761-3846. Yes. And the email I have is jasmineham1icloud? Yes. Okay, so looking at the file, it looks like you are currently enrolled in the benefits offered through MAU. However, checking the calendar, we're still waiting on that first deduction to come through from them. So once we receive that deduction, you'll become active and then cards will be issued out from there. Okay. Okay. Well, thank you so much. You're welcome. Is there anything else I could assist you with today, Jasmine? No, that's it. Thank you. You're welcome. You have a great day, okay? Bye.

### **Conversation Format**

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

Speaker speaker\_1: Hey, Justin. I just got a question. How long do you have to be on the job to receive the, uh, <> benefits?

Speaker speaker\_0: Um, well, I do know your personal open enrollment is 30 days from your first paycheck. Um, so whenever you receive your first paycheck, that's considered your personal open enrollment period. Um, but once you are enrolled, um, we're- pending enrollments do take one to two weeks to go through. But I mean, I can pull your file for you to confirm if you are enrolled or not.

Speaker speaker\_1: Okay. Could you please do that?

Speaker speaker\_0: Yeah. What's the staffing agency you work for?

Speaker speaker\_1: Uh, MAU, where I work at <<.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 4339.

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

Speaker speaker\_1: Jasmine Hamilton.

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

Speaker speaker\_1: Mm-hmm. 522 Buttonwood Drive, Gradyville, South Carolina, 29829.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 06/14/2004.

Speaker speaker\_0: And a good telephone number have is 803-761-3846.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is jasmineham1icloud?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so looking at the file, it looks like you are currently enrolled in the benefits offered through MAU. However, checking the calendar, we're still waiting on that first deduction to come through from them. So once we receive that deduction, you'll become active and then cards will be issued out from there.

Speaker speaker\_1: Okay. Okay. Well, thank you so much.

Speaker speaker\_0: You're welcome. Is there anything else I could assist you with today, Jasmine?

Speaker speaker\_1: No, that's it. Thank you.

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

Speaker speaker\_1: Bye.