

Transcript: Justin

Mills-6467065637945344-4703690981556224

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. I was calling to see about finding ... I work with HSS. Okay. So HSS, what's the last four of your social? 4867. Four-eight-six-seven. So, HSS, okay. HSS, yes, sir. And what was your first and last name again? I'm sorry. It's Cayden German. I'm sorry. The phone keeps breaking in and out. Let me just take off my headphones. Can you hear me better? Yeah, I can hear you better. Okay. It's... What'd you ask me? Your first and last name? Oh, Cayden German. That's it. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Cayden? Yes. It's 7927 St. Irons Road, Apartment 717-29406, North Charleston. And confirm your date of birth for me. September 12th, 1994. And a good telephone number has 419-360-9254? Um, no. So it's gonna be 843-998-0459. And just to confirm, 843-998-0459? Yes. And the email has 7doves.2020@gmail.com? Yes, sir. Okay, so let's see here. Mm-hmm. And what were you wanting to know about? I'm sorry, I didn't hear the beginning of the call. Oh, um, so the dental coverage, um, my account manager, she was saying I should get something in the mail, I don't know, or email, anything like that. So I just wanted to know like what do I do as far as all of that. Um, okay. Let's see here. So looking at the file, looks like you're not currently enrolled in anything. Um, when did you start with Hospitality Staffing Solutions? Uh, so about April, May. Beginning of April? Must be- Okay. ... beginning of Ap-... Yes, sir. Okay. And when did you receive your first paycheck through them? Uh, let me see. Let me look at the calendar. It was... It was either the 4th or the 11th. Well, no. Okay. Hold on. Wait. First, I think I started like April 4th, so it had to be the 11th. Okay, let's see, 'cause the hire date that we have on file is April 14th of 2025. Does that sound correct? Oh, that's the start date. No, it's when you received your first paycheck. Oh, all right. I don't believe... Because we get paid on Fridays, so... Okay. Um, yeah. Let me just see. Give me one second, 'cause I do see you had a past enrollment. Did you take a break with HSS by any chance or no? No, sir. Oh, okay. Um, so what I'll have to do, let me reach out to my back, have them investigate, 'cause looks like you had a past enrollment from October 7th of 2024 to November 3rd. Um, but it- Well- ... looks like you had said you had active coverage- May, May 3rd. Mm-hmm. Oh, okay. So I did apply with them, but I don't know what happened with the job. It never came through. So maybe that's what that is. But, um, I... as far as actually starting working, um, it was this year, so April. So April. Okay. So, but- So, yeah. ... this one, I'm not enrolled is what you're saying. Okay. Um, so like I said, let me reach out to my back office, have them confirm a couple of things for me, 'cause like I said, it looks like you had, um, looks like you were enrolled into that back in March and February, but I don't know why. Um, so we're gonna have to do some investigating. Um, and then once I do receive word back from my back office, I can give you a call back letting you know what's going on. Okay, great. Thank you. You're welcome, but that 998-0459 is a good callback number for you,

correct? Yes. Okay. Um, but is there anything else that I could assist you with today until I receive word back from my back office? Oh. No, sir. That's all. Thank you so much. You're welcome. You have a great day, okay? You too. Bye-bye. All right, oh, 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: Hey, Justin. I was calling to see about finding ... I work with HSS.

Speaker speaker_0: Okay. So HSS, what's the last four of your social?

Speaker speaker_1: 4867.

Speaker speaker_0: Four-eight-six-seven. So, HSS, okay.

Speaker speaker_1: HSS, yes, sir .

Speaker speaker_0: And what was your first and last name again? I'm sorry.

Speaker speaker_1: It's Cayden German.

Speaker speaker_0: I'm sorry. The phone keeps breaking in and out.

Speaker speaker_1: Let me just take off my headphones. Can you hear me better?

Speaker speaker_0: Yeah, I can hear you better.

Speaker speaker_1: Okay. It's... What'd you ask me?

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Oh, Cayden German. That's it.

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

Speaker speaker_1: Yes. It's 7927 St. Irons Road, Apartment 717-29406, North Charleston.

Speaker speaker_0: And confirm your date of birth for me.

Speaker speaker_1: September 12th, 1994.

Speaker speaker_0: And a good telephone number has 419-360-9254?

Speaker speaker_1: Um, no. So it's gonna be 843-998-0459.

Speaker speaker_0: And just to confirm, 843-998-0459?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email has 7doves.2020@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so let's see here.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And what were you wanting to know about? I'm sorry, I didn't hear the beginning of the call.

Speaker speaker_1: Oh, um, so the dental coverage, um, my account manager, she was saying I should get something in the mail, I don't know, or email, anything like that. So I just wanted to know like what do I do as far as all of that.

Speaker speaker_0: Um, okay. Let's see here. So looking at the file, looks like you're not currently enrolled in anything. Um, when did you start with Hospitality Staffing Solutions?

Speaker speaker_1: Uh, so about April, May. Beginning of April? Must be-

Speaker speaker_0: Okay.

Speaker speaker_1: ... beginning of Ap-... Yes, sir.

Speaker speaker_0: Okay. And when did you receive your first paycheck through them?

Speaker speaker_1: Uh, let me see. Let me look at the calendar. It was... It was either the 4th or the 11th. Well, no.

Speaker speaker_0: Okay.

Speaker speaker_1: Hold on. Wait. First, I think I started like April 4th, so it had to be the 11th.

Speaker speaker_0: Okay, let's see, 'cause the hire date that we have on file is April 14th of 2025. Does that sound correct?

Speaker speaker_1: Oh, that's the start date.

Speaker speaker_0: No, it's when you received your first paycheck.

Speaker speaker_1: Oh, all right. I don't believe... Because we get paid on Fridays, so...

Speaker speaker_0: Okay.

Speaker speaker_1: Um, yeah.

Speaker speaker_0: Let me just see. Give me one second, 'cause I do see you had a past enrollment. Did you take a break with HSS by any chance or no?

Speaker speaker_1: No, sir.

Speaker speaker_0: Oh, okay. Um, so what I'll have to do, let me reach out to my back, have them investigate, 'cause looks like you had a past enrollment from October 7th of 2024 to November 3rd. Um, but it-

Speaker speaker_1: Well-

Speaker speaker_0: ... looks like you had said you had active coverage-

Speaker speaker_1: May, May 3rd.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Oh, okay. So I did apply with them, but I don't know what happened with the job. It never came through. So maybe that's what that is. But, um, I... as far as actually starting working, um, it was this year, so April.

Speaker speaker_0: So April. Okay.

Speaker speaker_1: So, but-

Speaker speaker_0: So, yeah.

Speaker speaker_1: ... this one, I'm not enrolled is what you're saying.

Speaker speaker_0: Okay. Um, so like I said, let me reach out to my back office, have them confirm a couple of things for me, 'cause like I said, it looks like you had, um, looks like you were enrolled into that back in March and February, but I don't know why. Um, so we're gonna have to do some investigating. Um, and then once I do receive word back from my back office, I can give you a call back letting you know what's going on.

Speaker speaker_1: Okay, great. Thank you.

Speaker speaker_0: You're welcome, but that 998-0459 is a good callback number for you, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, but is there anything else that I could assist you with today until I receive word back from my back office?

Speaker speaker_1: Oh. No, sir. That's all. Thank you so much.

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

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: All right, oh, bye-bye.