

Transcript: Justin

Mills-6632923921334272-5067974740754432

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hello. Um, I am calling to sign up for benefits. Okay. What's the staffing agency you work for? Uh, Creative Circle. And the last four of your social? Uh, 1428. And what was your first and last name? Taylor Thomas. And for security purposes, can you verify the home address, including city, state and zip code, Taylor? Um, I can, but, uh, I'm just trying to make sure that I'm calling the right number. This sounds like a hard, giving me a lot of information. Well, I needed that information to verify who you are, 'cause us at Benefits in a Card, we're the benefit administrators for Creative Circle. We deal with their health insurance, um, so in order for me to continue to get you enrolled in the benefits, I need for you to verify the home address, including city, state and zip code. Right. Is there like a portal or something I can sign up for stuff as well? Uh, let me check on that. Creative Circle. Um, yes, there's a website, uh, www.mybiac.com/creativecircle. Mm. Repeat the address please. www.mybiac.com/creativecircle. M-Y, B as in boy, I as in igloo, A as in alpha, C as in Charlie. One word. Okay. And how do I... I have to register? Correct. Register account and you should be able to enroll from there. Yes, ma'am. Okay. Sounds good. Thank you. You're welcome. You have a great day, Taylor. Okay? You too. Bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hello. Um, I am calling to sign up for benefits.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Uh, Creative Circle.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Uh, 1428.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Taylor Thomas.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Taylor?

Speaker speaker_2: Um, I can, but, uh, I'm just trying to make sure that I'm calling the right number. This sounds like a hard, giving me a lot of information.

Speaker speaker_1: Well, I needed that information to verify who you are, 'cause us at Benefits in a Card, we're the benefit administrators for Creative Circle. We deal with their health insurance, um, so in order for me to continue to get you enrolled in the benefits, I need for you to verify the home address, including city, state and zip code.

Speaker speaker_2: Right. Is there like a portal or something I can sign up for stuff as well?

Speaker speaker_1: Uh, let me check on that. Creative Circle. Um, yes, there's a website, uh, www.mybiac.com/creativecircle.

Speaker speaker_2: Mm. Repeat the address please.

Speaker speaker_1: www.mybiac.com/creativecircle. One word.

Speaker speaker_2: Okay. And how do I... I have to register?

Speaker speaker_1: Correct. Register account and you should be able to enroll from there. Yes, ma'am.

Speaker speaker_2: Okay. Sounds good. Thank you.

Speaker speaker_1: You're welcome. You have a great day, Taylor. Okay?

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye.