

Transcript: Justin

Mills-6671443698040832-6559477927165952

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yeah, I was just returning the call. Um, was there a voicemail left by any chance or... Yeah. Okay, what did the voicemail say? Um, something about benefits or something. Okay. Um, well us at Benefits and a Card, we're the benefit administrators for your employer, um, so we - we're probably making an outbound call to you regarding an enrollment form we received from your employer, um, letting us know you wanted health insurance. However, there was probably like a miscommunication whether if you forgot to pen the information or if you put down multiple medical plans, so we were just confirming information. But I can pull your file for you if need be. Um, well I go through Cigna insur- my wife's covered. Both me and my wife. Okay, um, what's that staffing agency you work for? I don't work for a staffing any agency. Okay, well since you don't work for a staffing agency you can go ahead and disregard the phone call or text message you received, okay? Okay. Awesome. Well you have a wonderful day, okay? Yes.

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: Yeah, I was just returning the call.

Speaker speaker_0: Um, was there a voicemail left by any chance or...

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, what did the voicemail say?

Speaker speaker_1: Um, something about benefits or something.

Speaker speaker_0: Okay. Um, well us at Benefits and a Card, we're the benefit administrators for your employer, um, so we - we're probably making an outbound call to you regarding an enrollment form we received from your employer, um, letting us know you wanted health insurance. However, there was probably like a miscommunication whether if you forgot to pen the information or if you put down multiple medical plans, so we were just confirming information. But I can pull your file for you if need be.

Speaker speaker_1: Um, well I go through Cigna insur- my wife's covered. Both me and my wife.

Speaker speaker_0: Okay, um, what's that staffing agency you work for?

Speaker speaker_1: I don't work for a staffing any agency.

Speaker speaker_0: Okay, well since you don't work for a staffing agency you can go ahead and disregard the phone call or text message you received, okay?

Speaker speaker_1: Okay.

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

Speaker speaker_1: Yes.