

Transcript: Justin

Mills-6727993528598528-5409527622189056

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. Um, I was just looking to get some information on, uh, my insurance plan. I had signed up for insurance through OnTrack Staffing, and I don't think I ever got a card or anything. Um, I, I think it was just like a basic package or whatever, but I was hoping I could get, uh, like, uh, some, like a, like a policy number or something, um, so that I can maybe, uh, go to the doctor today. Um, yeah, let me check on that. Um, so OnTrack Staffing, what's the last four of your Social? Uh, last four? 457- 5730. And what was your first and last name? Ian Lewandowski. And for security purposes, could you verify your home address, including city, state and zip code? 2013 Via Corona, uh, Carrollton, Texas 75006. And your date of birth? December 6th, 2000. And a good telephone number, have a 757-755-1390? Yep. And the email has Ian Lew-Lewandowski@131 at gmail? Yep, that works. Okay, so let's see here. So looking at the file, looks like you were not enrolled due to the fact when you submitted your en- the enrollment form, um, you were in- ineligible at the time because your fir- the date of the first paycheck from your most current assignment, which you're currently on, was November 11th of 2024. And it tells me that you didn't have a break in assignment for at least 90 days, so you weren't considered a rehire, so you weren't enrolled in the benefits. Gotcha. Um, okay. I will call OnTrack then. Thank you so much, Justin. You're welcome. You have a great day, okay? You too. Bye. All right.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey, Justin. Um, I was just looking to get some information on, uh, my insurance plan. I had signed up for insurance through OnTrack Staffing, and I don't think I ever got a card or anything. Um, I, I think it was just like a basic package or whatever, but I was hoping I could get, uh, like, uh, some, like a, like a policy number or something, um, so that I can maybe, uh, go to the doctor today.

Speaker speaker_0: Um, yeah, let me check on that. Um, so OnTrack Staffing, what's the last four of your Social?

Speaker speaker_1: Uh, last four? 457- 5730.

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

Speaker speaker_1: Ian Lewandowski.

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

Speaker speaker_1: 2013 Via Corona, uh, Carrollton, Texas 75006.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: December 6th, 2000.

Speaker speaker_0: And a good telephone number, have a 757-755-1390?

Speaker speaker_1: Yep.

Speaker speaker_0: And the email has Ian Lew- Lewandowski@131 at gmail?

Speaker speaker_1: Yep, that works.

Speaker speaker_0: Okay, so let's see here. So looking at the file, looks like you were not enrolled due to the fact when you submitted your en- the enrollment form, um, you were ineligible at the time because your fir- the date of the first paycheck from your most current assignment, which you're currently on, was November 11th of 2024. And it tells me that you didn't have a break in assignment for at least 90 days, so you weren't considered a rehire, so you weren't enrolled in the benefits.

Speaker speaker_1: Gotcha. Um, okay. I will call OnTrack then. Thank you so much, Justin.

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

Speaker speaker_1: You too. Bye.

Speaker speaker_0: All right.