

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, yes, ma'am. I was just calling to inquire about it. Um, about the benefits? Yes. Okay. Um, so what staffing agency do you work for? Uh, Accuforce. Okay. And then what are the last four of your Social? 6032. And your first and last name, please? Mark Bentley. For security purposes, can you verify your address and date of birth? It's, uh, 172 Judge Lane, Newport, Tennessee... What is the, uh, Eric? 37821. Okay. And date of birth is, uh, 3/7/82. Okay. Okay. Um, is your phone number still 585-7937? Yes, ma'am. Okay. All right. Were you trying to enroll into the benefits? Yeah. Okay. So- Or at least find out if I, you know... Go ahead. So at the moment, I would have to send a eligibility review to see if you are eligible for the benefits since we have two hire dates. Uh, the main office would review it and then I would have to give you a call to let you know if you're eligible or not. But while they do that, it typically takes like 24 hours so most likely they'll let me know by tomorrow, and then I'll be able to give you a call and let you know. Um, but if you want, for now, I can definitely send you the benefit guide to your email file. That benefit guide has all the plans that they offer with the prices to those plans. So if you want, you can look over it, just in case, you- Okay. ... know, are eligible and then tomorrow, if you have any questions, we can go over it together. Um, but I do have to send that eligibility review first before I do anything, due to the- Okay. ... two hire dates. Is that okay? Yeah. What, what are the hire dates? Um, it's just, uh, it's just policy. If we see more than one we do have to send that. I'm not really sure what that has to do, something the main office works on. And then from there they just really let me know if you're eligible or not to enroll into the benefits. All righty then. 'Cause there's one for February and then there's one for this month. That's weird. Um, so they do have to review that, but if you want for now I'll go ahead and email you your benefit guide. All righty. Okay. Is that a good email? It's, um, m-a-v-e-r-i-c-k-3-7-8-2@gmail.com. Yes. M-a-v-e-r-i-c-k, it's maverick3782@gmail.com. Okay. I'ma go ahead and send you that. Can I put you in a brief hold while I email that information to you? Yes. Okay. I'll be right back. Okay. I went ahead and emailed that, um, benefit guide to your email file. Do you mind- Sure. ... verifying that you received it? It should come from an email that says info@benefitsinacard.com. And if you don't see it right away, I would also check your spam and your junk file. Yeah, I got it. All right. And then that's the guide. Um, while they do that eligibility review, I would look over it. But like I said, if you have any questions I'll go over it, with it with you. Um, but for now I do have to send you that 'cause I do have to email the main office to do that for me before I do anything. A-a-all righty then. All right. I'll be reaching back tomorrow. Is that a good phone number, 585-7937? Yes. All right. And if I don't h- um, reach you, I will leave you a voice message and send you an email as well requesting a call back. All... All righty then. All right. Well, thank you for your time. I hope you have a great day. Uh, thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, yes, ma'am. I was just calling to inquire about it.

Speaker speaker_0: Um, about the benefits?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so what staffing agency do you work for?

Speaker speaker_1: Uh, Accuforce.

Speaker speaker_0: Okay. And then what are the last four of your Social?

Speaker speaker_1: 6032.

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: Mark Bentley.

Speaker speaker_0: For security purposes, can you verify your address and date of birth?

Speaker speaker_1: It's, uh, 172 Judge Lane, Newport, Tennessee... What is the, uh, Eric? 37821.

Speaker speaker_0: Okay.

Speaker speaker_1: And date of birth is, uh, 3/7/82.

Speaker speaker_0: Okay. Okay. Um, is your phone number still 585-7937?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. All right. Were you trying to enroll into the benefits?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So-

Speaker speaker_1: Or at least find out if I, you know... Go ahead.

Speaker speaker_0: So at the moment, I would have to send a eligibility review to see if you are eligible for the benefits since we have two hire dates. Uh, the main office would review it and then I would have to give you a call to let you know if you're eligible or not. But while they do that, it typically takes like 24 hours so most likely they'll let me know by tomorrow, and then I'll be able to give you a call and let you know. Um, but if you want, for now, I can definitely send you the benefit guide to your email file. That benefit guide has all the plans that they offer with the prices to those plans. So if you want, you can look over it, just in case, you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... know, are eligible and then tomorrow, if you have any questions, we can go over it together. Um, but I do have to send that eligibility review first before I do anything, due to the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... two hire dates. Is that okay?

Speaker speaker_1: Yeah. What, what are the hire dates?

Speaker speaker_0: Um, it's just, uh, it's just policy. If we see more than one we do have to send that. I'm not really sure what that has to do, something the main office works on. And then from there they just really let me know if you're eligible or not to enroll into the benefits.

Speaker speaker_1: All righty then.

Speaker speaker_0: 'Cause there's one for February and then there's one for this month.

Speaker speaker_1: That's weird.

Speaker speaker_0: Um, so they do have to review that, but if you want for now I'll go ahead and email you your benefit guide.

Speaker speaker_1: All righty.

Speaker speaker_0: Okay. Is that a good email? It's, um, m-a-v-e-r-i-c-k-3-7-8-2@gmail.com.

Speaker speaker_1: Yes. M-a-v-e-r-i-c-k, it's maverick3782@gmail.com.

Speaker speaker_0: Okay. I'ma go ahead and send you that. Can I put you in a brief hold while I email that information to you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I'll be right back. Okay. I went ahead and emailed that, um, benefit guide to your email file. Do you mind-

Speaker speaker_1: Sure.

Speaker speaker_0: ... verifying that you received it? It should come from an email that says info@benefitsinacard.com. And if you don't see it right away, I would also check your spam and your junk file.

Speaker speaker_1: Yeah, I got it.

Speaker speaker_0: All right. And then that's the guide. Um, while they do that eligibility review, I would look over it. But like I said, if you have any questions I'll go over it, with it with you. Um, but for now I do have to send you that 'cause I do have to email the main office to do that for me before I do anything.

Speaker speaker_1: A-a-all righty then.

Speaker speaker_0: All right. I'll be reaching back tomorrow. Is that a good phone number, 585-7937?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And if I don't h- um, reach you, I will leave you a voice message and send you an email as well requesting a call back.

Speaker speaker_1: All... All righty then.

Speaker speaker_0: All right. Well, thank you for your time. I hope you have a great day.

Speaker speaker_1: Uh, thank you.