

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? Hi. Well, um, I had a... Saw that I had a missed, a missed call on my phone from you guys. So I'm going back. Did they leave a voice message? Um, uh, let me see. No. No? Okay. Um, so we're the healthcare administrators for staffing agencies. If you were to- Right. ... get the most, uh, voicemail, I'm sorry, a missed call, most likely it has to be regarding your healthcare benefits through them. Okay. Um, what staffing agency is it? Um, Thyme. Thyme Staffing. Is that a staffing agency? Yes. A staffing agency is- Thyme? Thyme Staffing. Okay. Hold on one second. And what are the last four of your social? 8718. For security purposes, can you verify your address and date of birth? 522 West Sandusky Street, Findlay, Ohio. Mm-hmm. And my birthday is 7-27-67. Okay. Is 419-722-4416 your phone number? Yes. All right. Let me see what they are calling you about. Okay. So they were calling you back regarding a voicemail that you left, I believe, yesterday. Mm-hmm. Um, requesting information regarding the benefits. Yeah. Did you want me to go ahead and send you that benefit guide that has the plans that your staffing agency offers? It has the plans that they offer with the weekly deductions to those plans. Um, sure. Will that be email or- Yes. Okay. I can go ahead and email that to you. Is, um... What's your email? C-A-R-O- Mm-hmm. B as in boy, E as in eagle, L as in lemon, L as in lemon, A as in apple, C as in cat @gmail.com. Okay. All right. Give me one second. Let me go ahead and send that over. Okay. I went ahead and emailed that to you. Um, can you please verify that you received it? It should come from info@benefitsinacard.com. Just a minute. And then I just checked to see when your last day to enroll is, and it looks like that will be on May 23rd. If you did want to enroll that would be the last day to call and do so. I'm not seeing it yet. Oh, okay. Um, can you please check your spam and junk- Yes, here it is. Okay. And then did you want me to go over any of the plans? Okay. I'm sorry. I, I, w- didn't... I was looking at my phone and like, couldn't hear you talking. Okay. I received the email. Mm-hmm. And I was going to ask you, did you want me to go over any of those plans? Um, hold on. Uh... I'm trying to bring it up on the computer. Uh... Hold on. Hmm. Hey, Michelle. Yeah? Can we get Gmail? Not... I mean, should I get it? No. Is it blocked? I don't... I think it's blocked. Eh, okay. Damn, I'm at work. Just a minute. So I'll, I'll review the, um, the PDF, and then if I have any questions I can, um- Yeah. ... call back on this number. Call me back. Yeah. Okay. Yeah. Yeah. And then, like I said, your last day, if you did want to enroll, it would be May 23rd. And we're open- Oh, okay. ... from 8:00 AM up until 8:00 PM Monday through Friday Eastern Time. Okay. Thank you. You're welcome. Have a nice day. Bye.

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: Hi. Well, um, I had a... Saw that I had a missed, a missed call on my phone from you guys. So I'm going back.

Speaker speaker_0: Did they leave a voice message?

Speaker speaker_1: Um, uh, let me see. No.

Speaker speaker_0: No? Okay. Um, so we're the healthcare administrators for staffing agencies. If you were to-

Speaker speaker_1: Right.

Speaker speaker_0: ... get the most, uh, voicemail, I'm sorry, a missed call, most likely it has to be regarding your healthcare benefits through them.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, what staffing agency is it?

Speaker speaker_1: Um, Thyme. Thyme Staffing.

Speaker speaker_0: Is that a staffing agency?

Speaker speaker_1: Yes. A staffing agency is-

Speaker speaker_0: Thyme?

Speaker speaker_1: Thyme Staffing.

Speaker speaker_0: Okay. Hold on one second. And what are the last four of your social?

Speaker speaker_1: 8718.

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

Speaker speaker_1: 522 West Sandusky Street, Findlay, Ohio.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And my birthday is 7-27-67.

Speaker speaker_0: Okay. Is 419-722-4416 your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Let me see what they are calling you about. Okay. So they were calling you back regarding a voicemail that you left, I believe, yesterday.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, requesting information regarding the benefits.

Speaker speaker_1: Yeah.

Speaker speaker_0: Did you want me to go ahead and send you that benefit guide that has the plans that your staffing agency offers? It has the plans that they offer with the weekly deductions to those plans.

Speaker speaker_1: Um, sure. Will that be email or-

Speaker speaker_0: Yes.

Speaker speaker_1: Okay.

Speaker speaker_0: I can go ahead and email that to you. Is, um... What's your email?

Speaker speaker_1: C-A-R-O-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: B as in boy, E as in eagle, L as in lemon, L as in lemon, A as in apple, C as in cat @gmail.com.

Speaker speaker_0: Okay. All right. Give me one second. Let me go ahead and send that over. Okay. I went ahead and emailed that to you. Um, can you please verify that you received it? It should come from info@benefitsinacard.com.

Speaker speaker_1: Just a minute.

Speaker speaker_0: And then I just checked to see when your last day to enroll is, and it looks like that will be on May 23rd. If you did want to enroll that would be the last day to call and do so.

Speaker speaker_1: I'm not seeing it yet.

Speaker speaker_2: Oh, okay.

Speaker speaker_0: Um, can you please check your spam and junk-

Speaker speaker_1: Yes, here it is.

Speaker speaker_0: Okay. And then did you want me to go over any of the plans?

Speaker speaker_1: Okay. I'm sorry. I, I, w- didn't... I was looking at my phone and like, couldn't hear you talking. Okay. I received the email.

Speaker speaker_0: Mm-hmm. And I was going to ask you, did you want me to go over any of those plans?

Speaker speaker_1: Um, hold on. Uh... I'm trying to bring it up on the computer. Uh... Hold on. Hmm. Hey, Michelle.

Speaker speaker_2: Yeah?

Speaker speaker_1: Can we get Gmail?

Speaker speaker_2: Not... I mean, should I get it? No.

Speaker speaker_1: Is it blocked?

Speaker speaker_2: I don't... I think it's blocked.

Speaker speaker_1: Eh, okay. Damn, I'm at work. Just a minute. So I'll, I'll review the, um, the PDF, and then if I have any questions I can, um-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... call back on this number.

Speaker speaker_2: Call me back.

Speaker speaker_1: Yeah. Okay.

Speaker speaker_0: Yeah. Yeah. And then, like I said, your last day, if you did want to enroll, it would be May 23rd. And we're open-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... from 8:00 AM up until 8:00 PM Monday through Friday Eastern Time.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: Bye.