

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits for Common Card. This is Justin. How can I help you today? Hi there. I was calling to enroll in the, um, Benefits for Common Card. Okay. What's the staffing agency you work for? Peri Staffing, or Versella. I think they just ... Mm-hmm. ... and the last four of your social. 2520. And what was your first and last name? Kristina Dunen. And for security purposes, can you verify the home address, including city, state and zip code, Kristina? Yeah. Um, 30619 Mountain Loop Highway, Granite Falls, Washington 98252. And your date of birth? April 23rd, 1995. And a good telephone number have is 425-223-6192. Yeah. That's correct. And the email I have is kristina.dunen at gmail? At gmail, yeah. Okay. So looking at the file, looks like you're in a pending request sent for enrollment for group accident, dental, vision, the VIP standard, which is your medical plan and behavioral health for employee only. Did you wanna make changes to that, or do you wanna keep all of that? Oh, I guess, um, yeah, I just never heard back. I never got an email about, saying like what was going on. And I did that like, I don't know, five days ago. So I was just calling to see like where... I didn't know if I had actually signed up. So I guess that's a good thing. Yeah, no worries. We can get you- I guess just waiting to get back. ... you on in a pending request. Yes. So you are in a pending request sent for enrollment. So you should be experiencing deductions sometime here soon. Okay? Okay, cool. Awesome. Well- All right. Thank you very much. ... is there anything I can help you with today? Uh, nope. That'll do. Awesome. Thank you. Well, you have a wonderful day, okay? You too. Thanks. You're welcome. Bye-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 for Common Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi there. I was calling to enroll in the, um, Benefits for Common Card.

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

Speaker speaker_2: Peri Staffing, or Versella. I think they just ...

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... and the last four of your social.

Speaker speaker_1: 2520.

Speaker speaker_2: And what was your first and last name?

Speaker speaker_1: Kristina Dunen.

Speaker speaker_2: And for security purposes, can you verify the home address, including city, state and zip code, Kristina?

Speaker speaker_1: Yeah. Um, 30619 Mountain Loop Highway, Granite Falls, Washington 98252.

Speaker speaker_2: And your date of birth?

Speaker speaker_1: April 23rd, 1995.

Speaker speaker_2: And a good telephone number have is 425-223-6192.

Speaker speaker_1: Yeah. That's correct.

Speaker speaker_2: And the email I have is kristina.dunen at gmail?

Speaker speaker_1: At gmail, yeah. Okay. So looking at the file, looks like you're in a pending request sent for enrollment for group accident, dental, vision, the VIP standard, which is your medical plan and behavioral health for employee only. Did you wanna make changes to that, or do you wanna keep all of that?

Speaker speaker_2: Oh, I guess, um, yeah, I just never heard back. I never got an email about, saying like what was going on. And I did that like, I don't know, five days ago. So I was just calling to see like where... I didn't know if I had actually signed up. So I guess that's a good thing.

Speaker speaker_1: Yeah, no worries. We can get you-

Speaker speaker_2: I guess just waiting to get back.

Speaker speaker_1: ... you on in a pending request. Yes. So you are in a pending request sent for enrollment. So you should be experiencing deductions sometime here soon. Okay?

Speaker speaker_2: Okay, cool.

Speaker speaker_1: Awesome. Well-

Speaker speaker_2: All right. Thank you very much.

Speaker speaker_1: ... is there anything I can help you with today?

Speaker speaker_2: Uh, nope. That'll do.

Speaker speaker_1: Awesome.

Speaker speaker_2: Thank you.

Speaker speaker_1: Well, you have a wonderful day, okay?

Speaker speaker_2: You too. Thanks.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye.