

Transcript: Justin

Mills-4999228302606336-5487411465338880

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Yes. Hi. Good afternoon. This is Sheree Contra. I was calling 'cause I had received a text from you guys, saying, um, stating that, um, I have to call in to choose a benefit today or go to the, um, your coverage thing 'cause my thing was supposed to end on January the 3rd. Um, do, reading out the text message for me? Yeah. It told me I got to contact you guys before January the 3- 3rd. Read out the full text message, so I can help further assist you. Okay. It says, um, it said, "Choose your benefits today. Choose your, choose your benefits today or go all year without coverage." It says, "Ends on 1/03/2025." Okay. Do you work for a staffing agency? No. Okay. Um, well, the text message you, you received was from s- a staffing agency. Maybe someone put down your phone number, um- Oh, okay. ... and it was just a courtesy reminder about open enrollment for health insurance. Okay. Thank you so much. You're welcome. You, you have a great day, okay? You too, the same. Mm-hmm.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Cart. This is Justin. How can I help you today?

Speaker speaker_2: Yes. Hi. Good afternoon. This is Sheree Contra. I was calling 'cause I had received a text from you guys, saying, um, stating that, um, I have to call in to choose a benefit today or go to the, um, your coverage thing 'cause my thing was supposed to end on January the 3rd.

Speaker speaker_1: Um, do, reading out the text message for me?

Speaker speaker_2: Yeah. It told me I got to contact you guys before January the 3- 3rd.

Speaker speaker_1: Read out the full text message, so I can help further assist you.

Speaker speaker_2: Okay. It says, um, it said, "Choose your benefits today. Choose your, choose your benefits today or go all year without coverage." It says, "Ends on 1/03/2025."

Speaker speaker_1: Okay. Do you work for a staffing agency?

Speaker speaker_2: No.

Speaker speaker_1: Okay. Um, well, the text message you, you received was from s- a staffing agency. Maybe someone put down your phone number, um-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... and it was just a courtesy reminder about open enrollment for health insurance.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: You're welcome. You, you have a great day, okay?

Speaker speaker_2: You too, the same. Mm-hmm.