

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Yes, hi. My name is Tyler Amos, and I was, uh... Sent a text message to call you. I guess you guys are, uh, with Partners Personnel. Uh, we deal with their health insurance through Partners Personnel. Were you wanting to be enrolled in the benefits? Oh, okay. Uh, uh, at first w- was... I wanted to ask questions about it maybe, possibly. Get some information. Okay. Um, let me try pulling your file. So Partners Personnel, what's the last four of your Social? Uh, 0496. And for security purposes, could you verify your home address, including city, state and zip code, Tyler? It's, uh, 542 Poso Avenue. That's P-O-S-O Avenue, Shasta, California 93263. Um... And your date of birth? It's November 26, 1991. And does your telephone number have a 661-910-6444? Yes. And the email has tyleramos99@icloud? Yes. Okay, and what were your questions? I was just seeing what the, what the package that you guys, uh, have that... What it looks like? Okay. I mean, I can email you a copy of a benefit guide, um, because that shows what's covered, what's not covered, how much the insurance carrier pay, what... Stuff like that. Uh, yeah, it... Yeah, if you could do that, that'd be great. So that way, I could take a look at it and see. Okay. So the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see in your inbox, be sure to check your spam or check your junk folder. Okay? Okay. Now, is there anything else I can help you out with today? No, just that, that... See. I will check it out and then I'll give you guys a call back. Awesome. Well, you have a wonderful day, okay? All right. Thank you. You too. All right. 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 on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes, hi. My name is Tyler Amos, and I was, uh... Sent a text message to call you. I guess you guys are, uh, with Partners Personnel.

Speaker speaker_1: Uh, we deal with their health insurance through Partners Personnel. Were you wanting to be enrolled in the benefits?

Speaker speaker_2: Oh, okay. Uh, uh, at first w- was... I wanted to ask questions about it maybe, possibly. Get some information.

Speaker speaker_1: Okay. Um, let me try pulling your file. So Partners Personnel, what's the last four of your Social?

Speaker speaker_2: Uh, 0496.

Speaker speaker_1: And for security purposes, could you verify your home address, including city, state and zip code, Tyler?

Speaker speaker_2: It's, uh, 542 Poso Avenue. That's P-O-S-O Avenue, Shasta, California 93263. Um...

Speaker speaker_1: And your date of birth?

Speaker speaker_2: It's November 26, 1991.

Speaker speaker_1: And does your telephone number have a 661-910-6444?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email has tyleramos99@icloud?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, and what were your questions?

Speaker speaker_2: I was just seeing what the, what the package that you guys, uh, have that... What it looks like?

Speaker speaker_1: Okay. I mean, I can email you a copy of a benefit guide, um, because that shows what's covered, what's not covered, how much the insurance carrier pay, what... Stuff like that.

Speaker speaker_2: Uh, yeah, it... Yeah, if you could do that, that'd be great. So that way, I could take a look at it and see.

Speaker speaker_1: Okay. So the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Now, is there anything else I can help you out with today?

Speaker speaker_2: No, just that, that... See. I will check it out and then I'll give you guys a call back.

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

Speaker speaker_2: All right. Thank you. You too.

Speaker speaker_1: All right. Bye-bye.

Speaker speaker_2: Bye.