

## **Transcript: Justin**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, I just... I got a text message says regarding, like, Partners 30 days after paycheck something, about benefits. Um, yeah. So that text message you received was just, uh, letting you know, like... um, welcoming you to Partners Personnel and letting you know that you were eligible- Oh. ... to be enrolled into their health insurance, um, and you had 30 days from your first paycheck to enroll. So it was just a courtesy reminder from them. Yeah. I don't even know how often we get paid. That's... that's- Um, well, we only deal with health insurance here at Benefits and a Card. Oh. All right. Is there anything else I could help you out with today? No. So do I just call you back when I have... when I have a choice? What choices do I have, or... Um, I can email you a copy of a benefit guide if you wanted, uh... if you can- Yeah. ... if you wanted some information sent to you. Okay. Yes. Um, so you said Partners, you said? Yeah. That would be the best. Yeah. Okay. And do you have a good email I can send this to? Uh, yeah. Okay. And what's that email? Uh, Nairi Librado. It's L-I-B-R-A-D-O nairi@gmail.com. And just to confirm, 90L-I-B-R-A-D-O 90@gmail? Yeah. Okay. Um, so I'll go ahead and email that to you. The email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsandcard.com. Yeah. Okay? All right. Okay. Well, is there anything else I could help you out with today? No, that's it. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, all right? You too. Thank you. You're welcome. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Uh, I just... I got a text message says regarding, like, Partners 30 days after paycheck something, about benefits.

Speaker speaker\_1: Um, yeah. So that text message you received was just, uh, letting you know, like... um, welcoming you to Partners Personnel and letting you know that you were eligible-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... to be enrolled into their health insurance, um, and you had 30 days from your first paycheck to enroll. So it was just a courtesy reminder from them.

Speaker speaker\_2: Yeah. I don't even know how often we get paid. That's... that's-

Speaker speaker\_1: Um, well, we only deal with health insurance here at Benefits and a Card.

Speaker speaker\_2: Oh. All right.

Speaker speaker\_1: Is there anything else I could help you out with today?

Speaker speaker\_2: No. So do I just call you back when I have... when I have a choice? What choices do I have, or...

Speaker speaker\_1: Um, I can email you a copy of a benefit guide if you wanted, uh... if you can-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... if you wanted some information sent to you. Okay.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Um, so you said Partners, you said?

Speaker speaker\_2: Yeah. That would be the best. Yeah.

Speaker speaker\_1: Okay. And do you have a good email I can send this to?

Speaker speaker\_2: Uh, yeah.

Speaker speaker\_1: Okay. And what's that email?

Speaker speaker\_2: Uh, Nairi Librado. It's L-I-B-R-A-D-O nairi@gmail.com.

Speaker speaker\_1: And just to confirm, 90L-I-B-R-A-D-O 90@gmail?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Um, so I'll go ahead and email that to you. The email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsandcard.com.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay?

Speaker speaker\_2: All right.

Speaker speaker\_1: Okay. Well, is there anything else I could help you out with today?

Speaker speaker\_2: No, that's it.

Speaker speaker\_1: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, all right?

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: You're welcome. Bye-bye.