

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, um, I'm calling, uh, just because I see the, uh, text message and I want to know, um, what are the benefits or... Uh, do you mind reading out the text message for me? Yeah. Uh... This is, "Welcome to Partners Personnel. You have three days from your first paycheck to enroll in benefits." And then this says, "Call BIC." Okay, so that text message you received was just welcoming you into Partners Personnel and letting you know that you- uh, have 30 days from your first paycheck to enroll in the benefits. Um, so it was just a courtesy reminder from Partners Personnel, letting you know you were eligible for them. Um, had you received a benefit guide through Partners by any chance or no? No, I haven't. Okay, I can email you a copy of the benefit guide if you wanted to look something over. Okay. Yeah, that- that'd be good. Okay. Do you have a good email I can send this to? Yes, it's lowercase lvegaa15@gmail.com. And just to confirm, lvegaa15 at gmail you said? Correct. Okay. Um, so I'll go ahead and email you a copy of the benefit guide. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. Okay. Uh, well, is there anything else I can help you out with today? Uh, I mean, um, when- if I decide to enroll in any benefits, do you call back at this number or is there a number on, uh, on the email you sent me? No, you just called us back and one of our representatives will get you enrolled. Oh, okay. Sounds good. Thank you so much. You're welcome. You have a great day, okay? Thank you. You too. Bye. All right, 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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, um, I'm calling, uh, just because I see the, uh, text message and I want to know, um, what are the benefits or...

Speaker speaker_1: Uh, do you mind reading out the text message for me?

Speaker speaker_2: Yeah. Uh... This is, "Welcome to Partners Personnel. You have three days from your first paycheck to enroll in benefits." And then this says, "Call BIC."

Speaker speaker_1: Okay, so that text message you received was just welcoming you into Partners Personnel and letting you know that you- uh, have 30 days from your first paycheck to enroll in the benefits. Um, so it was just a courtesy reminder from Partners Personnel, letting you know you were eligible for them. Um, had you received a benefit guide through Partners by any chance or no?

Speaker speaker_2: No, I haven't.

Speaker speaker_1: Okay, I can email you a copy of the benefit guide if you wanted to look something over.

Speaker speaker_2: Okay. Yeah, that- that'd be good.

Speaker speaker_1: Okay. Do you have a good email I can send this to?

Speaker speaker_2: Yes, it's lowercase lvegaa15@gmail.com.

Speaker speaker_1: And just to confirm, lvegaa15 at gmail you said?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Um, so I'll go ahead and email you a copy of the benefit guide. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Uh, well, is there anything else I can help you out with today?

Speaker speaker_2: Uh, I mean, um, when- if I decide to enroll in any benefits, do you call back at this number or is there a number on, uh, on the email you sent me?

Speaker speaker_1: No, you just called us back and one of our representatives will get you enrolled.

Speaker speaker_2: Oh, okay. Sounds good. Thank you so much.

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

Speaker speaker_2: Thank you. You too. Bye.

Speaker speaker_1: All right, bye-bye.