

Transcript: Justin

Mills-5197882731577344-5180869963464704

Full Transcript

Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Yes. I got another text message that the open enrollment's due to end. Friday makes my fourth week. And I called, I think, three weeks ago, and I called again here recently saying it's pending. Can you see what's going on with the application? Yeah. Let me check on that. What's that staffing agency you work for? Uh, Partners, uh, Professional, I think it's called, or Solutions. Partners Personnel is the last four- I just go by bl- 0149. And what was your first and last name? Linda Bassage. And for security purposes, could you verify your home address, including city, state and zip code, Linda? 228 Little Hope Road, Blacksburg, South Carolina 29702. And confirm your date of birth. 05/10/60. And a good telephone number have is 864-316-4235. Right. And the email I have is lbender745@gmail? Yes. Okay. So looking at the file, it looks like you're in a pending request sent for enrollment. So it looks like they are making deductions this week for you to become active around Monday the 10th. Um, the text messages- Okay. ... that you... Text messages that you keep receiving is just courtesy reminders from Partners- Oh, yeah. ... that you're still eligible to make changes. Okay. Let's see, what did I get? Optical, dental and life, wasn't it? Correct. Okay. So what's the grand total coming out per week? Um, so your total- Um, I think \$10 a week. Your total premium is \$8.32 per week. Okay. I figured 10, that way I, I always go high then I know. You know what I'm saying? I'm safe. Totally understand. Now, I'll be... Okay. I'll get all the info... sometimes... All the information and cards in that here pretty soon? Correct. Uh, within seven to 10 business days- Okay. ... once you become active. Okay. If I don't get it, say, by, huh, near the end or 1st of April, I'll be calling again, which I should have it by then. Correct. Yes, ma'am. But you know how pony... You, you know how Pony Express can be super slow. Totally understand. Okay. I appreciate this very much, and you have a great night and have a great weekend. You do the same, okay, Linda? Okay. Thank you. Appreciate it. Mm-hmm. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Cart. This is Justin. How can I help you today?

Speaker speaker_1: Yes. I got another text message that the open enrollment's due to end. Friday makes my fourth week. And I called, I think, three weeks ago, and I called again here recently saying it's pending. Can you see what's going on with the application?

Speaker speaker_0: Yeah. Let me check on that. What's that staffing agency you work for?

Speaker speaker_1: Uh, Partners, uh, Professional, I think it's called, or Solutions.

Speaker speaker_0: Partners Personnel is the last four-

Speaker speaker_1: I just go by bl- 0149.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Linda Bassage.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Linda?

Speaker speaker_1: 228 Little Hope Road, Blacksburg, South Carolina 29702.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 05/10/60.

Speaker speaker_0: And a good telephone number have is 864-316-4235.

Speaker speaker_1: Right.

Speaker speaker_0: And the email I have is lbender745@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So looking at the file, it looks like you're in a pending request sent for enrollment. So it looks like they are making deductions this week for you to become active around Monday the 10th. Um, the text messages-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that you... Text messages that you keep receiving is just courtesy reminders from Partners-

Speaker speaker_1: Oh, yeah.

Speaker speaker_0: ... that you're still eligible to make changes.

Speaker speaker_1: Okay. Let's see, what did I get? Optical, dental and life, wasn't it?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. So what's the grand total coming out per week?

Speaker speaker_0: Um, so your total-

Speaker speaker_1: Um, I think \$10 a week.

Speaker speaker_0: Your total premium is \$8.32 per week.

Speaker speaker_1: Okay. I figured 10, that way I, I always go high then I know. You know what I'm saying? I'm safe.

Speaker speaker_0: Totally understand.

Speaker speaker_1: Now, I'll be... Okay. I'll get all the info... sometimes... All the information and cards in that here pretty soon?

Speaker speaker_0: Correct. Uh, within seven to 10 business days-

Speaker speaker_1: Okay.

Speaker speaker_0: ... once you become active.

Speaker speaker_1: Okay. If I don't get it, say, by, huh, near the end or 1st of April, I'll be calling again, which I should have it by then.

Speaker speaker_0: Correct. Yes, ma'am.

Speaker speaker_1: But you know how pony... You, you know how Pony Express can be super slow.

Speaker speaker_0: Totally understand.

Speaker speaker_1: Okay. I appreciate this very much, and you have a great night and have a great weekend.

Speaker speaker_0: You do the same, okay, Linda?

Speaker speaker_1: Okay. Thank you. Appreciate it. Mm-hmm. Bye-bye.

Speaker speaker_0: Bye-bye.