

## **Transcript: Justin**

**Mills-5207392546504704-6741212810756096**

### **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, it is- uh, I got a missed call from this number. Was there a voicemail left by any chance? Um, I don't know 'cause I'm at work right now and my, uh, service is kinda not proper at the moment. So, I don't know if... It said it left a voicemail, but it ain't playing back. Okay, so there was probably an outbound call to you regarding their employer still being within their company open enrollment period, so you have the option to enroll, make changes or cancel benefits offered through them, like health insurance. Oh, okay. So, uh, what, uh... So, I was just calling to see where this number, uh, calling from. Yeah. So us, uh... We're the ben- we're Benefits and a Card, we're the benefit administrators for staffing agencies. So, you probably received a phone call simply because your employer is in their open enrollment for health insurance. So if it was, if anything, it was a courtesy reminder from them. Oh, okay, okay, okay. Yeah, 'cause I do work in South Carolina. I work at Marley. Oh, okay. I was just, I was just, uh, I was just checking on to see what this number was calling from. No worries. You have a great day, okay? All right. You too. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Uh, it is- uh, I got a missed call from this number.

Speaker speaker\_1: Was there a voicemail left by any chance?

Speaker speaker\_2: Um, I don't know 'cause I'm at work right now and my, uh, service is kinda not proper at the moment. So, I don't know if... It said it left a voicemail, but it ain't playing back.

Speaker speaker\_1: Okay, so there was probably an outbound call to you regarding their employer still being within their company open enrollment period, so you have the option to enroll, make changes or cancel benefits offered through them, like health insurance.

Speaker speaker\_2: Oh, okay. So, uh, what, uh... So, I was just calling to see where this number, uh, calling from.

Speaker speaker\_1: Yeah. So us, uh... We're the ben- we're Benefits and a Card, we're the benefit administrators for staffing agencies. So, you probably received a phone call simply because your employer is in their open enrollment for health insurance. So if it was, if anything, it was a courtesy reminder from them.

Speaker speaker\_2: Oh, okay, okay, okay. Yeah, 'cause I do work in South Carolina. I work at Marley. Oh, okay. I was just, I was just, uh, I was just checking on to see what this number was calling from.

Speaker speaker\_1: No worries. You have a great day, okay?

Speaker speaker\_2: All right. You too.

Speaker speaker\_1: All right. Bye-bye.