

Transcript: Justin

Mills-5333542808535040-6261467506491392

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? Um, I'm here to enroll for my benefits in a card thing. Okay. What's the staffing agency you work for? Doherty. It's called Doherty. Whatever. Doherty Staffing, and the last four of your Social? Uh... One second. All right. Call him something ... It is 9362. And your first and last name? Isabella Repareti. And for security purposes, can you verify your home address, including city, state and zip code? Um... 607- Oh, I got it! Oh, yeah. 607 15th Street, Apartment Two, Spirit Lake, Iowa, 51360. And confirm your date of birth? 8/15/06. And a good telephone number has a 712-209-3868. Correct. And the email I have is B-E-L-A-R-I-P-2-0-6 @gmail? Correct. Okay, so looking at the file, it looks like you are currently enrolled into dental and the VIP standard, which is your medical plans. However, checking the calendar, it looks like we're still waiting on the first payroll deduction to come through from Doherty Staffing. So once we receive that deduction, you'll become active and then cards will be issued out from there. Okay. So then, I don't really... I just have to wait for that to happen and then it'll just be sent to me? Uh, is there anything else? Correct. Okay. Correct. Thank you. You're welcome. Is there anything else I could help you out with today? Um, no, thank you. Awesome. Well, you have a wonderful day, okay? Thank you. You too. Thank you. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Um, I'm here to enroll for my benefits in a card thing.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Doherty. It's called Doherty. Whatever.

Speaker speaker_1: Doherty Staffing, and the last four of your Social?

Speaker speaker_2: Uh... One second.

Speaker speaker_1: All right.

Speaker speaker_3: Call him something ...

Speaker speaker_2: It is 9362.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Isabella Repareti.

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

Speaker speaker_2: Um...

Speaker speaker_3: 607-

Speaker speaker_2: Oh, I got it!

Speaker speaker_3: Oh, yeah.

Speaker speaker_2: 607 15th Street, Apartment Two, Spirit Lake, Iowa, 51360.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 8/15/06.

Speaker speaker_1: And a good telephone number has a 712-209-3868.

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is B-E-L-A-R-I-P-2-0-6 @gmail?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay, so looking at the file, it looks like you are currently enrolled into dental and the VIP standard, which is your medical plans. However, checking the calendar, it looks like we're still waiting on the first payroll deduction to come through from Doherty Staffing. So once we receive that deduction, you'll become active and then cards will be issued out from there.

Speaker speaker_2: Okay. So then, I don't really... I just have to wait for that to happen and then it'll just be sent to me? Uh, is there anything else?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay.

Speaker speaker_1: Correct.

Speaker speaker_2: Thank you.

Speaker speaker_1: You're welcome. Is there anything else I could help you out with today?

Speaker speaker_2: Um, no, thank you.

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

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.