

## **Transcript: Justin**

**Mills-5429205595242496-5045548783157248**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, sir. I was calling to get, uh, my card number. Yeah. Let me check on that for you. What's that staffing agency you work for? Uh, WorkSmart. And the last four of your social? 1677. And what was your first and last name? Brandon Beasley. And for security purposes, can you verify your home address, including city, state and zip code, Brandon? Hold on one second. 2167 Grady School Road, Cannon, Georgia 30520. And your date of birth? 9/22/84. And a good telephone number have as 706-244-9280. Yep. And the email has brandonbeasley3266@gmail.com. Yeah. Okay, so let's see here. So looking at the file, it looks like you're in a pending enrollment process. Um, looks like you're not gonna become active until May 5th. Well, how long you got to be working? I've been working here over a month. Last time I, I called like a week ago they said I could call back in a week and it should be, should be good. So, it ain't gonna be till May the 5th? Um, well, looking at note history, when you called back on the 11th, you were advised the member hasn't been 30 days yet. The auto enrollment happens 30 days after the first paycheck. Adv- Advised member will have a pending enrollment process next week since the initial hire date was 3/21. So you're in a pending enrollment process. Yes, sir. So when do I get my insurance started, May 5th? Correct. Is that... That's when the... you were, are becoming active in the coverage through WorkSmart. Yes, sir. All right. Yep. Is there anything else I could assist you with today? No, that's it. Thank you. You're welcome.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Yes, sir. I was calling to get, uh, my card number.

Speaker speaker\_0: Yeah. Let me check on that for you. What's that staffing agency you work for?

Speaker speaker\_1: Uh, WorkSmart.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 1677.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Brandon Beasley.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Brandon?

Speaker speaker\_1: Hold on one second. 2167 Grady School Road, Cannon, Georgia 30520.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 9/22/84.

Speaker speaker\_0: And a good telephone number have as 706-244-9280.

Speaker speaker\_1: Yep.

Speaker speaker\_0: And the email has brandonbeasley3266@gmail.com.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, so let's see here. So looking at the file, it looks like you're in a pending enrollment process. Um, looks like you're not gonna become active until May 5th.

Speaker speaker\_1: Well, how long you got to be working? I've been working here over a month. Last time I, I called like a week ago they said I could call back in a week and it should be, should be good. So, it ain't gonna be till May the 5th?

Speaker speaker\_0: Um, well, looking at note history, when you called back on the 11th, you were advised the member hasn't been 30 days yet. The auto enrollment happens 30 days after the first paycheck. Adv- Advised member will have a pending enrollment process next week since the initial hire date was 3/21. So you're in a pending enrollment process. Yes, sir.

Speaker speaker\_1: So when do I get my insurance started, May 5th?

Speaker speaker\_0: Correct. Is that... That's when the... you were, are becoming active in the coverage through WorkSmart. Yes, sir.

Speaker speaker\_1: All right.

Speaker speaker\_0: Yep. Is there anything else I could assist you with today?

Speaker speaker\_1: No, that's it. Thank you.

Speaker speaker\_0: You're welcome.