Transcript: Justin Mills-5472899967172608-6048799146328064

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 just filled in, out an enrollment form. My company is Care Builders At Home East Bay- Mm-hmm. ... and I'm trying to figure out where to send this form for health insurance. Um, so you could either fax it over to us or, um, let me... Or hand it to your employer and they should be able to send it over to us. Um, let me- I don't have a fax machine. Can I email it somewhere? Yeah. Uh, let me provide you the email. Okay. And just let me know whenever you're ready. Yeah, I'm ready. Okay, so the em- email is info, so I-N-F-O- Uh-huh. ... @benefitsinacard.com. Okay. And then what happens from there? Um, so once we receive that information, it'll be sent to our data entry team and then our data entry team will put that information into our system and then you'll, uh, be enrolled from there. And then we'll be notified of enrollment? Correct. Okay. Okay, thank you. You're welcome. Is there anything else I can help you out with today? Not off the top of my head. Awesome. Well, you have a wonderful day, okay? All right, thanks. 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: Hi. Um, I just filled in, out an enrollment form. My company is Care Builders At Home East Bay-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... and I'm trying to figure out where to send this form for health insurance.

Speaker speaker_1: Um, so you could either fax it over to us or, um, let me... Or hand it to your employer and they should be able to send it over to us. Um, let me-

Speaker speaker_2: I don't have a fax machine. Can I email it somewhere?

Speaker speaker_1: Yeah. Uh, let me provide you the email.

Speaker speaker_2: Okay.

Speaker speaker_1: And just let me know whenever you're ready.

Speaker speaker_2: Yeah, I'm ready.

Speaker speaker_1: Okay, so the em- email is info, so I-N-F-O-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... @benefitsinacard.com.

Speaker speaker_2: Okay. And then what happens from there?

Speaker speaker_1: Um, so once we receive that information, it'll be sent to our data entry team and then our data entry team will put that information into our system and then you'll, uh, be enrolled from there.

Speaker speaker_2: And then we'll be notified of enrollment?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. Okay, thank you.

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

Speaker speaker_2: Not off the top of my head.

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

Speaker speaker_2: All right, thanks. Bye.

Speaker speaker_1: Bye-bye.