

Transcript: Justin

Mills-5534404953161728-5352335920775168

Full Transcript

Thank you for calling Benefits Center Card. This is Justin. How can I help you today? Hi. I just was calling to see if I could activate my insurance since, uh, the first payment came out of my paycheck today? Um, well, if you experience a deduction come out of your paycheck, you should become active that following Monday. However, I can pull your file for you to c- verify that for you. What's that staffing agency you work for? I work for ManCan in Mount Vernon, Ohio. And the last four of your social? It's 6368. And what was your first and last name? Uh, Samantha Hunter. I had to think about that. And for security purposes, could you verify your home address, including city, state and zip code, Samantha? 510 Mitchell Avenue, Mount Vernon, Ohio 43050. And confirm your date of birth? August 18, 2000. And a good telephone number. Have we 740-501-7217? That's correct. And the email, have we sammyandhunter18 at gmail? Yes, sir. Mokay. Um, so yes, so looking at the file, it looks like you have a future request sent for enrollment. So, checking the export history, you did experience that deduction, um, for an- Okay. ... effective date of May 12th, which is Monday. Oh. So, like, if I had an appointment today, it wouldn't cover it? Correct, unfortunately. Well, that's kind of sad. I have to get my knee drained. I'm only 24 and I have arthritis. If you care. Right. Uh, but unfor... Uh, is there anything else I can assist you with today, Samantha? Uh, no. Okay, so I do know that once you do become active within coverage on Monday, you should receive physical ID cards within seven to 10 business days. However, if you did- Oh, okay. ... call back... However, if you did call back Thursday or Friday of the week you become active, we can email them, just so you have 'em. Okay. Okay. Was there anything else I could assist you with today? No, you just don't sound very happy. I'm happy. It's just, um, I'm h- I'm, um, I'm happy. Mm-hmm. Are you having a good day? Yeah, I'm having a great day. Oh, good. Okay, good. I, I wanted to make sure, you know? Well, thank you for your help. And I hope- Yeah, I appreciate you. Yeah. I hope your day continues to go well. Thank you, Samantha. You have a wonderful day yourself, okay? All right. Thanks. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi. I just was calling to see if I could activate my insurance since, uh, the first payment came out of my paycheck today?

Speaker speaker_0: Um, well, if you experience a deduction come out of your paycheck, you should become active that following Monday. However, I can pull your file for you to c- verify

that for you. What's that staffing agency you work for?

Speaker speaker_1: I work for ManCan in Mount Vernon, Ohio.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: It's 6368.

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

Speaker speaker_1: Uh, Samantha Hunter. I had to think about that.

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

Speaker speaker_1: 510 Mitchell Avenue, Mount Vernon, Ohio 43050.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: August 18, 2000.

Speaker speaker_0: And a good telephone number. Have we 740-501-7217?

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email, have we sammyandhunter18 at gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Mokay. Um, so yes, so looking at the file, it looks like you have a future request sent for enrollment. So, checking the export history, you did experience that deduction, um, for an-

Speaker speaker_1: Okay.

Speaker speaker_0: ... effective date of May 12th, which is Monday.

Speaker speaker_1: Oh. So, like, if I had an appointment today, it wouldn't cover it?

Speaker speaker_0: Correct, unfortunately.

Speaker speaker_1: Well, that's kind of sad. I have to get my knee drained. I'm only 24 and I have arthritis. If you care.

Speaker speaker_0: Right. Uh, but unfor... Uh, is there anything else I can assist you with today, Samantha?

Speaker speaker_1: Uh, no.

Speaker speaker_0: Okay, so I do know that once you do become active within coverage on Monday, you should receive physical ID cards within seven to 10 business days. However, if you did-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... call back... However, if you did call back Thursday or Friday of the week you become active, we can email them, just so you have 'em.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Was there anything else I could assist you with today?

Speaker speaker_1: No, you just don't sound very happy.

Speaker speaker_0: I'm happy. It's just, um, I'm h- I'm, um, I'm happy. Mm-hmm.

Speaker speaker_1: Are you having a good day?

Speaker speaker_0: Yeah, I'm having a great day.

Speaker speaker_1: Oh, good. Okay, good. I, I wanted to make sure, you know? Well, thank you for your help. And I hope-

Speaker speaker_0: Yeah, I appreciate you.

Speaker speaker_1: Yeah. I hope your day continues to go well.

Speaker speaker_0: Thank you, Samantha. You have a wonderful day yourself, okay?

Speaker speaker_1: All right. Thanks. Bye.