

Transcript: Justin

Mills-5679232280641536-5053039000895488

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? I got a text message from you guys saying I can enroll for some benefits or something like that. I can get a benefit package. Can I get a benefit package? Can you help me with that? I'm sorry, it's kinda hard to understand what you're saying. You're kind of breaking in and out. Oh. Give me one second. Hold on. Uh, hello? Yeah, I can hear you. Okay. Uh, I got a text message from you guys 'cause I work at the company. Um, that said- Okay. What... Do you mind reading out the text message for me please? Uh, the text message says, "Welcome to Partners in Personal. You have a 30 day, 30 day period to post paycheck to enroll in benefits. Call BIC at the number I just dialed." Yeah. So the text message you received was just welcoming you to Partners Personal and letting you know that you are eligible to be enrolled into their health benefits. So you have the option to enroll, uh, make changes or, um, yes, sir. So I can... Did you receive a benefit guide through Partners by any chance or no? No, sir. I called about that but they said it was wrong. Okay. Um, so I can email you a copy of a benefit guide if you wanted to take something, take some time to look something over if, if need be. That'll be fine too. Yeah. okay. Um, do you have a good email I can send this to? Yes, sir. And what's that email? Uh, it's green dump, green, green dump 305 at gmail dot com. And just to confirm, green, uh, green dump 305 at gmail? Yes, sir. Okay. So the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, at benefits in a card dot com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder. Okay? All right. Okay. Well, is there anything else I can help you out with today? No, sir. That would be all. Awesome. Well, you have a wonderful day, okay? Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: I got a text message from you guys saying I can enroll for some benefits or something like that. I can get a benefit package. Can I get a benefit package? Can you help me with that?

Speaker speaker_2: I'm sorry, it's kinda hard to understand what you're saying. You're kind of breaking in and out.

Speaker speaker_1: Oh. Give me one second. Hold on. Uh, hello?

Speaker speaker_2: Yeah, I can hear you.

Speaker speaker_1: Okay. Uh, I got a text message from you guys 'cause I work at the company. Um, that said-

Speaker speaker_2: Okay. What... Do you mind reading out the text message for me please?

Speaker speaker_1: Uh, the text message says, "Welcome to Partners in Personal. You have a 30 day, 30 day period to post paycheck to enroll in benefits. Call BIC at the number I just dialed."

Speaker speaker_2: Yeah. So the text message you received was just welcoming you to Partners Personal and letting you know that you are eligible to be enrolled into their health benefits. So you have the option to enroll, uh, make changes or, um, yes, sir. So I can... Did you receive a benefit guide through Partners by any chance or no?

Speaker speaker_1: No, sir. I called about that but they said it was wrong.

Speaker speaker_2: Okay. Um, so I can email you a copy of a benefit guide if you wanted to take something, take some time to look something over if, if need be.

Speaker speaker_1: That'll be fine too. Yeah. okay.

Speaker speaker_2: Um, do you have a good email I can send this to?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: And what's that email?

Speaker speaker_1: Uh, it's green dump, green, green dump 305 at gmail dot com.

Speaker speaker_2: And just to confirm, green, uh, green dump 305 at gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. So the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, at benefits in a card dot com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder. Okay?

Speaker speaker_1: All right.

Speaker speaker_2: Okay. Well, is there anything else I can help you out with today?

Speaker speaker_1: No, sir. That would be all.

Speaker speaker_2: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: Thank you.