

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 100 card, this is Justin. How can I help you today? Hi, Mr. Justin. This is Osana. I was calling to, um, see if I can remove a dependent off my insurance? Yeah. Let me check on that. Um, what's the staffing agency you work for? Hamilton Riker. And the last four of your social? Four, zero, one, zero. And what was your first and last name? Osana Jones. O-K-S-A-N-A Jones. Okay. And for security purposes, can you verify the home address including city, state and zip code? 3478 North Liberty Street, Temecula, Mississippi 39004. And your date of birth? September 4th, 1999. And a good telephone number have a 769-225-9290? Yes, sir. And the email have your first last name 0203 at gmail? Yes, sir. Okay, so let's see here. Um, so you wanted to drop a dependent from your coverage. Is that correct? Yes, sir. Okay. Um, so what I can do, I can switch it from employee plus child to employee only coverage. Just bear with me one second while I do that. Okay, yes, sir. One second. Let me see 10 24. So your current deductions right now with the employee plus child coverage was \$31.88 per week. However, switching it down to employee only would make your new total deductions \$20.24 a week. Do you authorize Hamilton Riker to make that deduction for you? Yes, sir. Okay. Um, so I do want to let you know that this pending enrollment will take one to two weeks to go through. Then, whenever you witness your first payroll deduction of the \$20.24 come off your paycheck, that's how you know the dependent was dropped from the coverage. Um, but other than that, is there anything else I could help you out with today? No, sir. Awesome. Well, thank you for calling Benefits 100 card and I hope you have a wonderful weekend. Okay, Miss Jones? Thank you. You too. All right, 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 100 card, this is Justin. How can I help you today?

Speaker speaker_2: Hi, Mr. Justin. This is Osana. I was calling to, um, see if I can remove a dependent off my insurance?

Speaker speaker_1: Yeah. Let me check on that. Um, what's the staffing agency you work for?

Speaker speaker_2: Hamilton Riker.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Four, zero, one, zero.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Osana Jones. O-K-S-A-N-A Jones.

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

Speaker speaker_2: 3478 North Liberty Street, Temecula, Mississippi 39004.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: September 4th, 1999.

Speaker speaker_1: And a good telephone number have a 769-225-9290?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email have your first last name 0203 at gmail?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, so let's see here. Um, so you wanted to drop a dependent from your coverage. Is that correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Um, so what I can do, I can switch it from employee plus child to employee only coverage. Just bear with me one second while I do that.

Speaker speaker_2: Okay, yes, sir.

Speaker speaker_1: One second. Let me see 10 24. So your current deductions right now with the employee plus child coverage was \$31.88 per week. However, switching it down to employee only would make your new total deductions \$20.24 a week. Do you authorize Hamilton Riker to make that deduction for you?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Um, so I do want to let you know that this pending enrollment will take one to two weeks to go through. Then, whenever you witness your first payroll deduction of the \$20.24 come off your paycheck, that's how you know the dependent was dropped from the coverage. Um, but other than that, is there anything else I could help you out with today?

Speaker speaker_2: No, sir.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits 100 card and I hope you have a wonderful weekend. Okay, Miss Jones?

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: All right, bye-bye.