

## **Transcript: Justin**

**Mills-5741518172241920-6662822572376064**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, Justin, uh, my name is Henry Spratley. I received a text message from y'all talking about, uh, my enrollment about to expire. Uh, yeah. The text message you received was probably a courtesy reminder from Partners Personnel letting you know you were still eligible to be enrolled in some of their health benefits. So, you have the option to enroll or elect benefits offered through them, like medical insurance. Mm-kay. Okay. Um, did you get a benefit guide through Partners by any chance? Because I can email you one, just to be on the safe side. Um, no. I don't think I did. I might have did. I... Okay. Yeah, you can email me one, if you like. I can look for it and let you know. Okay. Do you have a good email I can send this to? Yeah. It's HSpratleyCaritasWorks..., which is C-A-R-I-T-A-S-W-O-R-K-S,.org@gmail.com. Okay. Um, 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, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? Okay. Okay. Is there anything else I can help you out with today? Um, no. That'll be all. Thank you. You're welcome. You have a great day, okay? 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 and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Uh, Justin, uh, my name is Henry Spratley. I received a text message from y'all talking about, uh, my enrollment about to expire.

Speaker speaker\_1: Uh, yeah. The text message you received was probably a courtesy reminder from Partners Personnel letting you know you were still eligible to be enrolled in some of their health benefits. So, you have the option to enroll or elect benefits offered through them, like medical insurance.

Speaker speaker\_2: Mm-kay.

Speaker speaker\_1: Okay. Um, did you get a benefit guide through Partners by any chance? Because I can email you one, just to be on the safe side.

Speaker speaker\_2: Um, no. I don't think I did. I might have did. I... Okay. Yeah, you can email me one, if you like. I can look for it and let you know.

Speaker speaker\_1: Okay. Do you have a good email I can send this to?

Speaker speaker\_2: Yeah. It's HSpratleyCaritasWorks..., which is C-A-R-I-T-A-S-W-O-R-K-S,.org@gmail.com.

Speaker speaker\_1: Okay. Um, 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, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Is there anything else I can help you out with today?

Speaker speaker\_2: Um, no. That'll be all. Thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too.

Speaker speaker\_1: All right, bye-bye.