

Transcript: Justin

Mills-5806152404484096-4761533948411904

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, I recently applied for it and I just got the text message to, uh, enroll before my window closes or whatever. ... Okay. What's the staffing agency you work for? Uh, Innovative Staffing Solutions. And the last four of your Social? Uh, 2492. And what was your first and last name? Andrew Ernst. And for security purposes, can you verify your home address, including city, state and zip code, Andrew? Yes. Uh, uh, Ashland, Illinois. Uh, where is the address? 372 East Clay Street. And confirm your date of birth? Uh, August 8th, or August 30th, 2004. And a good telephone number to have is 571-5422. Uh... Where is it? Yeah, my number is 571-5422, yes. And the email I have is aernst1823@gmail? Yes. Okay. So, looking at the file, it looks like you're currently enrolled into the EnsurePlus Basic, which is your medical plan and dental for employee only. However, checking my calendar, we're still waiting for Innovative to send over those deductions on you. So, once we receive that deduction, you'll become active and cards will be issued out from there. But, as of right now, you are enrolled, okay? Okay. Um, is there anything else I can help you out with today, Andrew? No, thank you. You're welcome. You have a great day, okay? You too. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, I recently applied for it and I just got the text message to, uh, enroll before my window closes or whatever. ...

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Uh, Innovative Staffing Solutions.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Uh, 2492.

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

Speaker speaker_1: Andrew Ernst.

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

Speaker speaker_1: Yes. Uh, uh, Ashland, Illinois. Uh, where is the address? 372 East Clay Street.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: Uh, August 8th, or August 30th, 2004.

Speaker speaker_0: And a good telephone number to have is 571-5422.

Speaker speaker_1: Uh... Where is it? Yeah, my number is 571-5422, yes.

Speaker speaker_0: And the email I have is aernst1823@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, looking at the file, it looks like you're currently enrolled into the EnsurePlus Basic, which is your medical plan and dental for employee only. However, checking my calendar, we're still waiting for Innovative to send over those deductions on you. So, once we receive that deduction, you'll become active and cards will be issued out from there. But, as of right now, you are enrolled, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Um, is there anything else I can help you out with today, Andrew?

Speaker speaker_1: No, thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.