

## **Transcript: Justin**

**Mills-5827721386835968-6190910087675904**

### **Full Transcript**

Thank you for calling Benefits and Incur, this is Justin. How can I help you today? Good morning. Um, I'm an employee at Unify, and I was calling to, um, enroll into my benefits. I got a notification that I need to go ahead and do it. Okay. What's the staffing agency you work for? Uh, Unify. Do they go by a different name? 'Cause I've never heard of Unify. No. Let's see here, Unify. Yeah, I'm not seeing Unify on my latest list either. Well, what do you have 'cause I'm not sur- I'm not 100% sure what I need to... Um, well, I need the name of the staffing agency that you work for, not the assignment. I don't really necessarily work for a staffing agency. I work at the airport. Okay. Well, we're benefit administrators for staffing agencies. We don't work with airports. Okay. So, I work for Unify. This is the number that I was told to call. This number was sent to my phone, so I mean... Okay. Do you... Did you receive a text message or anything regarding- Yes, I did. Oh, okay. Do you mind reading out the text message? 'Cause I think the staffing agency is in the text message. Okay, let's see. Um, it says, "Hello. Friendly reminder, your opportunity to enroll in benefits is coming to an end. Call BIC at 805-323-3700." Okay. Let me try searching up your telephone number. What's your telephone number? Oh, this is, uh, Partners Personnel. Okay, so Partners Personnel. And the last four of your social? 3699. And what was your first and last name? Ariel Green. And for security purposes, could you verify your home address, including city, state and zip code? Um...

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Incur, this is Justin. How can I help you today?

Speaker speaker\_1: Good morning. Um, I'm an employee at Unify, and I was calling to, um, enroll into my benefits. I got a notification that I need to go ahead and do it.

Speaker speaker\_0: Okay. What's the staffing agency you work for?

Speaker speaker\_1: Uh, Unify.

Speaker speaker\_0: Do they go by a different name? 'Cause I've never heard of Unify.

Speaker speaker\_1: No.

Speaker speaker\_0: Let's see here, Unify. Yeah, I'm not seeing Unify on my latest list either.

Speaker speaker\_1: Well, what do you have 'cause I'm not sur- I'm not 100% sure what I need to...

Speaker speaker\_0: Um, well, I need the name of the staffing agency that you work for, not the assignment.

Speaker speaker\_1: I don't really necessarily work for a staffing agency. I work at the airport.

Speaker speaker\_0: Okay. Well, we're benefit administrators for staffing agencies. We don't work with airports.

Speaker speaker\_1: Okay. So, I work for Unify. This is the number that I was told to call. This number was sent to my phone, so I mean...

Speaker speaker\_0: Okay. Do you... Did you receive a text message or anything regarding-

Speaker speaker\_1: Yes, I did.

Speaker speaker\_0: Oh, okay. Do you mind reading out the text message? 'Cause I think the staffing agency is in the text message.

Speaker speaker\_1: Okay, let's see. Um, it says, "Hello. Friendly reminder, your opportunity to enroll in benefits is coming to an end. Call BIC at 805-323-3700."

Speaker speaker\_0: Okay. Let me try searching up your telephone number. What's your telephone number?

Speaker speaker\_1: Oh, this is, uh, Partners Personnel.

Speaker speaker\_0: Okay, so Partners Personnel. And the last four of your social?

Speaker speaker\_1: 3699.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Ariel Green.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker\_1: Um...