

Transcript: Justin

Mills-5849214619271168-6694539210833920

Full Transcript

Thank you for calling Benefits In A Card. This is Justin, how can I help you today? Hello. Who is this? This is Justin from Benefits In A Card. How can I help you today? Hi, Justin. Can you check to see my name's been, uh, in the, in the card, in the benefit book? Um, yeah, I can see if you're enrolled in the benefits. What's the staffing agency you work for? Okay. I'm working for Doherty Staffing. Okay. So Doherty Staffing, and the last four of your social? Uh, 5301. And what was your first and last name? Uh, Chia Chu, last name Choi. And for security purposes, could you verify your home address, including city, state and zip code? 8450, um, 176, uh, Len, Northwest 55303. And confirm your date of birth? June 15th, 1980. And a good telephone number have a 763-318-0990? Correct. And the email I have is chia12345 at gmail? Correct. Okay, so looking at the file, it looks like you are currently enrolled into dental, short-term disability, critical illness and the VIP standard, which is your medical plan, offer employee only. Yeah. Okay. Um, did you want to make any changes to that, or do you want to keep all of that? I want to keep all that. Okay, so I'll go ahead and keep the same coverage for you. Is there anything else I can help you out with today? No, that'd be all. Thank you, appreciate it. You're welcome. You have a great day, okay? Yes. Bye-bye. 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: Hello. Who is this?

Speaker speaker_0: This is Justin from Benefits In A Card. How can I help you today?

Speaker speaker_1: Hi, Justin. Can you check to see my name's been, uh, in the, in the card, in the benefit book?

Speaker speaker_0: Um, yeah, I can see if you're enrolled in the benefits. What's the staffing agency you work for?

Speaker speaker_1: Okay. I'm working for Doherty Staffing.

Speaker speaker_0: Okay. So Doherty Staffing, and the last four of your social?

Speaker speaker_1: Uh, 5301.

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

Speaker speaker_1: Uh, Chia Chu, last name Choi.

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

Speaker speaker_1: 8450, um, 176, uh, Len, Northwest 55303.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: June 15th, 1980.

Speaker speaker_0: And a good telephone number have a 763-318-0990?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is chia12345 at gmail?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, so looking at the file, it looks like you are currently enrolled into dental, short-term disability, critical illness and the VIP standard, which is your medical plan, offer employee only.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, did you want to make any changes to that, or do you want to keep all of that?

Speaker speaker_1: I want to keep all that.

Speaker speaker_0: Okay, so I'll go ahead and keep the same coverage for you. Is there anything else I can help you out with today?

Speaker speaker_1: No, that'd be all. Thank you, appreciate it.

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

Speaker speaker_1: Yes. Bye-bye.

Speaker speaker_0: All right, bye-bye.