Transcript: Justin Mills-5875996785950720-5733569899053056

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Under Card. This is Justin. How can I help you today? Hey, Justin. Uh, my name's Dennis McGill. Um, do I have to re-up my insurance? I already got it. Um, I just got an email and a text message from Morales saying that open enrollment's are on for this week. Um, do I need to update you guys that I still need my insurance or how does it work? Uh, no. It rolls over automatically unless you wanted to make changes to the coverage. Um, but sure- Yeah. No, I don't want to make changes. I just want to make sure I don't lose it. Okay. Um, so let me try pulling your file to confirm if everything rolled over. So Mo- Morales, what's the last four of your social? Uh, 6443. And what was your last name, Dennis? I'm sorry. Uh, McGill. M-C-G-I-L-L. And for security purposes, can you verify your home address, including city, state and zip code? Okay. Now, that address has changed since you've had it last. My new address is 400 North Illinois Street. It is Monticello, Indiana, 47960. Apartment G. Okay. Do you guys have my new address? I have the old address on file. Yeah. That would have been 1193 Hanawalt. But the new address is 400 North Illinois Street, apartment G. Everything else is the same. Same city, same zip code. And confirm your date of birth for me. April 16, 1965. And a good telephone number I have is 574-870-6621. Yes, that's the same. And the email I have is mcgillde84 at gmail? Yes. Okay. So looking at the file, it looks like everything did roll over automatically. Now if you have a future request- Okay. ... send for employment, uh, for the same deductions. Um, but is there anything else I could help you with today, Dennis? Nope. I just wanted to make sure all that was kosher to, to follow up for the new year. I just wanna... You know, because you, you don't know until you ask. Some things get lost in translation. Totally understand. So. You're all set. Okay. Okay. Thank you. You're welcome. Have a great day. Happy New Year's. You as well. Bye-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 Under Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, Justin. Uh, my name's Dennis McGill. Um, do I have to re-up my insurance? I already got it. Um, I just got an email and a text message from Morales saying that open enrollment's are on for this week. Um, do I need to update you guys that I still need my insurance or how does it work?

Speaker speaker_1: Uh, no. It rolls over automatically unless you wanted to make changes to the coverage. Um, but sure-

Speaker speaker_2: Yeah. No, I don't want to make changes. I just want to make sure I don't lose it.

Speaker speaker_1: Okay. Um, so let me try pulling your file to confirm if everything rolled over. So Mo- Morales, what's the last four of your social?

Speaker speaker_2: Uh, 6443.

Speaker speaker_1: And what was your last name, Dennis? I'm sorry.

Speaker speaker_2: Uh, McGill. M-C-G-I-L-L.

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

Speaker speaker_2: Okay. Now, that address has changed since you've had it last. My new address is 400 North Illinois Street. It is Monticello, Indiana, 47960. Apartment G.

Speaker speaker_1: Okay.

Speaker speaker_2: Do you guys have my new address?

Speaker speaker_1: I have the old address on file.

Speaker speaker_2: Yeah. That would have been 1193 Hanawalt. But the new address is 400 North Illinois Street, apartment G. Everything else is the same. Same city, same zip code.

Speaker speaker_1: And confirm your date of birth for me.

Speaker speaker_2: April 16, 1965.

Speaker speaker_1: And a good telephone number I have is 574-870-6621.

Speaker speaker_2: Yes, that's the same.

Speaker speaker_1: And the email I have is mcgillde84 at gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So looking at the file, it looks like everything did roll over automatically. Now if you have a future request-

Speaker speaker_2: Okay.

Speaker speaker_1: ... send for employment, uh, for the same deductions. Um, but is there anything else I could help you with today, Dennis?

Speaker speaker_2: Nope. I just wanted to make sure all that was kosher to, to follow up for the new year. I just wanna... You know, because you, you don't know until you ask. Some things get lost in translation.

Speaker speaker_1: Totally understand.

Speaker speaker_2: So.

Speaker speaker_1: You're all set. Okay.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Have a great day.

Speaker speaker_2: Happy New Year's.

Speaker speaker_1: You as well. Bye-bye.

Speaker speaker_2: Bye.