

## **Transcript: Justin**

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### **Full Transcript**

Thank you for calling Benefits 100. This is Justin. How can I help you today? Hi. This is Jack Burchen. I would like to, uh, enroll in, uh, in insurance with you guys. Okay. What's the staffing agency you work for? Serge. And the last four of your social? 4111. And what were your first and last name? Jack Burchen. Jackson Burchen. And for security purposes, can you verify your home address, including city, state and zip code, Jack? Yes. 500 Woodlawn Avenue, Bucyrus, Ohio 44820. And confirm your date of birth? 7/19/89. And a good cell phone number have as 419-834-3551? Uh, correct. And the email have as jackcb1931@yahoo? Yes. Okay. And quick question, when did you start with Serge Staffing? Oh, when was it? Um, uh, at least a month ago. About a month ago? Okay. Have you worked in... with Serge in the past before? Yes. Okay. Because I'm seeing multiple hire dates on your file from 2023, 2024 and 2025. So what I actually have to do to cover my tracks, I have to email my back office, have them do an eligibility review on you. And then once I do receive word back from my back office, I can give you a call back, letting you know the response. Okay. Okay. But is that 834-3551 a good call back number for you? Yes. Okay. Um, so like I said, I'll reach out to my back office, have them do that accou- um, eligibility review for you. And then once I receive word back, I'll give you that call back. Okay, Jack? Okay. Sounds good. Awesome. But is there anything else I could assist you with today? Uh, I think that's everything. Awesome. Well, you have a wonderful day, okay? All right. Thank you, man. You're welcome. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 100. This is Justin. How can I help you today?

Speaker speaker\_1: Hi. This is Jack Burchen. I would like to, uh, enroll in, uh, in insurance with you guys.

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

Speaker speaker\_1: Serge.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 4111.

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

Speaker speaker\_1: Jack Burchen. Jackson Burchen.

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

Speaker speaker\_1: Yes. 500 Woodlawn Avenue, Bucyrus, Ohio 44820.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: 7/19/'89.

Speaker speaker\_0: And a good cell phone number have as 419-834-3551?

Speaker speaker\_1: Uh, correct.

Speaker speaker\_0: And the email have as jackcb1931@yahoo?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And quick question, when did you start with Serge Staffing?

Speaker speaker\_1: Oh, when was it? Um, uh, at least a month ago.

Speaker speaker\_0: About a month ago? Okay. Have you worked in... with Serge in the past before?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Because I'm seeing multiple hire dates on your file from 2023, 2024 and 2025. So what I actually have to do to cover my tracks, I have to email my back office, have them do an eligibility review on you. And then once I do receive word back from my back office, I can give you a call back, letting you know the response.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. But is that 834-3551 a good call back number for you?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, so like I said, I'll reach out to my back office, have them do that accou- um, eligibility review for you. And then once I receive word back, I'll give you that call back. Okay, Jack?

Speaker speaker\_1: Okay. Sounds good.

Speaker speaker\_0: Awesome. But is there anything else I could assist you with today?

Speaker speaker\_1: Uh, I think that's everything.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: All right. Thank you, man.

Speaker speaker\_0: You're welcome. Bye-bye.