

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, yes, I was needing proof of my insurance for my eye doctor's appointment for Thursday. Okay, uh, I'm assuming we're needing like a ID card or something? Uh, yeah. Okay, what's that staffing agency you work for? Uh, I work for... WorkSource out of Boonville. And the last four of your Social? 01908. And your first and last name? Daniel Pugh. Oh, okay. And for security purposes, could you verify your home address, including city, state and zip code? 195 West Powell Street, Magazine, Arkansas 72943. And your date of birth? 09/14/98. And a good telephone number I have is 479-849-2193. Uh, I need to change that to 849-0178. 849-0178? Yeah. Okay. And the email I have is your first and last name, 69 at Gmail? Yes. Okay, so let's see here. So looking at the file, um, looks like you're not currently enrolled anything anymore. Uh, the last thing that we had on you was back in August of 2024. But I do see that there was a form submitted on January... Hold on. On January 4th, where you elected benefits through WorkSource, but it looks like it was for a 2023 enrollment form, so it was sent back to the client. Um, so you weren't enrolled into anything. But I can reach out to my back office to see if there can be an exception made, um, since there was an enrollment form submitted. Um, but it looks like it was a 2023 enrollment, so I may have to have my back office investigate this. Okay. Uh, yeah, 'cause it would've, that form would've been sent to me from WorkSource themselves. Okay. Um, so like I said, let me reach out to my back office, um, confirm some, a few things with them, and then see if we can get you enrolled since it was a 2023 enrollment form that was submitted on January 4th. Um, but like I said, I wouldn't know anything until I receive word back from my back office. Okay. Should I call WorkSource and let them know that I- they submitted the wrong form or had me fill out the wrong form? Um, no sir. Because I'm sure- Um, I do know that, I do know that one of the data entry teams, uh, did review the form and sent it back to the client, so they do technically know. Um, but like I said, I'll reach out to my back office to see if we can make an exception. Okay, thank you. You're welcome. But other than that, is there anything else that I could assist you with today until I receive word back? Uh, nope, that was it. Awesome. Well, like I said, once I do receive word back, I will give you that call back. Okay, Daniel? Okay, thank you. You're welcome. You have a great day, all right? You too. Bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, yes, I was needing proof of my insurance for my eye doctor's appointment for Thursday.

Speaker speaker_0: Okay, uh, I'm assuming we're needing like a ID card or something?

Speaker speaker_1: Uh, yeah.

Speaker speaker_0: Okay, what's that staffing agency you work for?

Speaker speaker_1: Uh, I work for... WorkSource out of Boonville.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 01908.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Daniel Pugh.

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

Speaker speaker_1: 195 West Powell Street, Magazine, Arkansas 72943.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 09/14/98.

Speaker speaker_0: And a good telephone number I have is 479-849-2193.

Speaker speaker_1: Uh, I need to change that to 849-0178.

Speaker speaker_0: 849-0178?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And the email I have is your first and last name, 69 at Gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let's see here. So looking at the file, um, looks like you're not currently enrolled anything anymore. Uh, the last thing that we had on you was back in August of 2024. But I do see that there was a form submitted on January... Hold on. On January 4th, where you elected benefits through WorkSource, but it looks like it was for a 2023 enrollment form, so it was sent back to the client. Um, so you weren't enrolled into anything. But I can reach out to my back office to see if there can be an exception made, um, since there was an enrollment form submitted. Um, but it looks like it was a 2023 enrollment, so I may have to have my back office investigate this.

Speaker speaker_1: Okay. Uh, yeah, 'cause it would've, that form would've been sent to me from WorkSource themselves.

Speaker speaker_0: Okay. Um, so like I said, let me reach out to my back office, um, confirm some, a few things with them, and then see if we can get you enrolled since it was a 2023

enrollment form that was submitted on January 4th. Um, but like I said, I wouldn't know anything until I receive word back from my back office.

Speaker speaker_1: Okay. Should I call WorkSource and let them know that I- they submitted the wrong form or had me fill out the wrong form?

Speaker speaker_0: Um, no sir.

Speaker speaker_1: Because I'm sure-

Speaker speaker_0: Um, I do know that, I do know that one of the data entry teams, uh, did review the form and sent it back to the client, so they do technically know. Um, but like I said, I'll reach out to my back office to see if we can make an exception.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. But other than that, is there anything else that I could assist you with today until I receive word back?

Speaker speaker_1: Uh, nope, that was it.

Speaker speaker_0: Awesome. Well, like I said, once I do receive word back, I will give you that call back. Okay, Daniel?

Speaker speaker_1: Okay, thank you.

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

Speaker speaker_1: You too. Bye.

Speaker speaker_0: All right. Bye-bye.