

## **Transcript: Justin**

**Mills-6099174883901440-6008482622914560**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit CenterCard. This is Justin. How can I help you today? Uh, hi, Justin. I was trying to get my benefits figured out for next year. Let me check on that for you. What's the staffing agency you work for? ATC. And the last four of your social? 3652. I've been trying to get in the website and it keeps giving me an error. Same. And for security purposes, can you verify your home address, including city, state and zip code? 320 North Gordon Street, Marshall, Michigan 49068. And confirm your date of birth? 2877. And your telephone number has 517-936-7361? Correct. And the email I have is tolarry7735 at gmail? Yes. Okay, so let's see here. I don't know if I had to, like, re-enroll if I'm not changing anything. I just want everything to stay what it is. Um, yeah. So, it looks like everything rolled over automatically. Um- Okay, that's what I thought. ... it looks like ATC... Yeah, ATC ended their company open enrollment period back on December 24th, so everything was rolled over automatically for you. Okay. Okay. I just wanted to make sure. Awesome. Well, is there anything else I could help you out with today, Tanya? No, that was it. Thank you. You're welcome. You have a great day, okay? You too. Bye. All right. 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 Benefit CenterCard. This is Justin. How can I help you today?

Speaker speaker\_2: Uh, hi, Justin. I was trying to get my benefits figured out for next year.

Speaker speaker\_1: Let me check on that for you. What's the staffing agency you work for?

Speaker speaker\_2: ATC.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 3652. I've been trying to get in the website and it keeps giving me an error.

Speaker speaker\_1: Same. And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker\_2: 320 North Gordon Street, Marshall, Michigan 49068.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: 2877.

Speaker speaker\_1: And your telephone number has 517-936-7361?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And the email I have is tolarry7735 at gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so let's see here.

Speaker speaker\_2: I don't know if I had to, like, re-enroll if I'm not changing anything. I just want everything to stay what it is.

Speaker speaker\_1: Um, yeah. So, it looks like everything rolled over automatically. Um-

Speaker speaker\_2: Okay, that's what I thought.

Speaker speaker\_1: ... it looks like ATC... Yeah, ATC ended their company open enrollment period back on December 24th, so everything was rolled over automatically for you.

Speaker speaker\_2: Okay. Okay. I just wanted to make sure.

Speaker speaker\_1: Awesome. Well, is there anything else I could help you out with today, Tanya?

Speaker speaker\_2: No, that was it. Thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too. Bye.

Speaker speaker\_1: All right. Bye-bye.