

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. Um, I wanted to enroll. Okay. What's the staffing agency you work for? Creative Circle. And the last four of your Social? 1591. And your first and last name? Naomie, N-A-O-M-I-E. Last name, G-U-I-L-L-A-U-M-E. And for security purposes, can you verify your home address, including city state and zip code, Naomie? 14906 West Park Drive, Houston, Texas 77082. And confirm your date of birth? 11/09/85. And a good telephone number have is 201-702-9783. Yes. And the email I have is Naomiej, your last name, @gmail.com? Yes. Okay. Now, did you have an idea of what you wanted to be enrolled into or no? Um, yeah I do. And what did you want to be enrolled into? Um, the Ensure Plus. Which one, the Basic, Enhanced, or the Premier? No, the first one. Just the Ensure Plus. So the Ensure Plus Basic. Okay. Anything else? Um, and the add-on, the, uh, vision, dental and term life. Okay, so the dental, vision, term life bundle. Anything else? That is all. Okay. So just to confirm, we have the Ensure Plus Basic, the Dental Term Life Vision Bundle, all for employee only, correct? Yeah, employee only. Okay. So doing those four would make your total deductions \$25.11 per week. Do you authorize Creative Circle to make that deduction for you? Yes. Okay. So I'll go ahead and save that. And who do you want to put down as your beneficiary for the term life? Um, I guess, uh, I'll put my mother. Okay. And her first and last name? Same last name. First name is S-O-L-A-N-G-E. G-E. Okay. And the same last name? Yes. Put parent. Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$25.11 come off your paycheck, coverage begins the Monday we receive that deduction from Creative Circle. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, is there anything else I could help you out with today, Naomie? No. Will I... Aside from receiving something in the mail, will I receive, like, an email confirmation or anything? Um, so I can go ahead and get my coworker who's responsible for those emails to send you one. Uh, just give it about 10 to 15 minutes. Um, but the email that you should be looking out for for that enrollment confirmation will be coming from info, that's I-N-F-O, @benefitsandcard.com, okay? Okay. Awesome. All right. Thank you. You're welcome. You have a great day, okay? Okay. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi. Um, I wanted to enroll.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Creative Circle.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1591.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Naomie, N-A-O-M-I-E. Last name, G-U-I-L-L-A-U-M-E.

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

Speaker speaker_2: 14906 West Park Drive, Houston, Texas 77082.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 11/09/85.

Speaker speaker_1: And a good telephone number have is 201-702-9783.

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is Naomiej, your last name, @gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Now, did you have an idea of what you wanted to be enrolled into or no?

Speaker speaker_2: Um, yeah I do.

Speaker speaker_1: And what did you want to be enrolled into?

Speaker speaker_2: Um, the Ensure Plus.

Speaker speaker_1: Which one, the Basic, Enhanced, or the Premier?

Speaker speaker_2: No, the first one. Just the Ensure Plus.

Speaker speaker_1: So the Ensure Plus Basic. Okay. Anything else?

Speaker speaker_2: Um, and the add-on, the, uh, vision, dental and term life.

Speaker speaker_1: Okay, so the dental, vision, term life bundle. Anything else?

Speaker speaker_2: That is all.

Speaker speaker_1: Okay. So just to confirm, we have the Ensure Plus Basic, the Dental Term Life Vision Bundle, all for employee only, correct?

Speaker speaker_2: Yeah, employee only.

Speaker speaker_1: Okay. So doing those four would make your total deductions \$25.11 per week. Do you authorize Creative Circle to make that deduction for you?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So I'll go ahead and save that. And who do you want to put down as your beneficiary for the term life?

Speaker speaker_2: Um, I guess, uh, I'll put my mother.

Speaker speaker_1: Okay. And her first and last name?

Speaker speaker_2: Same last name. First name is S-O-L-A-N-G-E.

Speaker speaker_1: G-E. Okay. And the same last name?

Speaker speaker_2: Yes.

Speaker speaker_1: Put parent. Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$25.11 come off your paycheck, coverage begins the Monday we receive that deduction from Creative Circle. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, is there anything else I could help you out with today, Naomie?

Speaker speaker_2: No. Will I... Aside from receiving something in the mail, will I receive, like, an email confirmation or anything?

Speaker speaker_1: Um, so I can go ahead and get my coworker who's responsible for those emails to send you one. Uh, just give it about 10 to 15 minutes. Um, but the email that you should be looking out for for that enrollment confirmation will be coming from info, that's I-N-F-O, @benefitsandcard.com, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Awesome.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: Okay. Bye-bye.

Speaker speaker_1: Bye.