

Transcript: Justin

Mills-6401161545170944-6204754299764736

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin, um, I received a, a call, um, just a few seconds ago and one yesterday. It rings like twice and hangs up but it's, it's from this number. Um, yeah, so us, we're Benefits in a Card, we're the benefit administrators for staffing agencies - And, yeah, these, we know that we have Benefits in a Card, yes. Okay, we're here for staffing agencies. Okay, so like I said, we're the benefit administrators for staffing agencies. Do you work for a staffing agency? Yes. What's the name of that staffing agency? Partners Personnel. Okay, so we are the benefit administrators for them, um, so there was probably an outbound call to you regarding an enrollment form, uh, we received, so we were just confirming information. Mm-hmm. Okay, um, so Partners, what's the last four of your Social? 00555. And your first and last name again? I'm sorry. No problem. Eric Nester. And for security purposes, could you verify your home address, including city, state and zip code? Yes. Um, 704 19th Street Northwest, Canton, Ohio, 44709. And your date of birth? August 3rd, 1987. And a good telephone number I have is 614-464-7161. Yep. And the email I have is ericjnester@gmail.com. That is also correct, yeah. Okay, so looking at note history, the only thing that I'm seeing, the last contact that was made was on the 21st, uh, where there was an outbound call to you regarding adding your dependents. That has been fixed. Mm-hmm. And if you had any other issues, you could feel free to contact us. Now, was it a phone call or was it a text message that you received? No, it was a phone call and I, I wasn't able to answer it the first time, like, that was yesterday or the day before. This time, I did answer it, um, and it started like an automated message. It said, "A customer service rep is," and then it like cuts off, hanging up. Okay, um, so- Yeah, I'm not sure. ...honestly, yeah, I'm not sure either. Um, but, but like I said, the only contact that we've had p- previously was on the 21st, so I was... so I honestly don't know why the outbound call happened just now. Well, yeah, I mean, if it's nothing on your end, no worries on mine, then. Awesome. Well, you have a wonderful day, Eric, okay? Yeah, thanks. All right, bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hey, Justin, um, I received a, a call, um, just a few seconds ago and one yesterday. It rings like twice and hangs up but it's, it's from this number.

Speaker speaker_0: Um, yeah, so us, we're Benefits in a Card, we're the benefit administrators for staffing agencies -

Speaker speaker_1: And, yeah, these, we know that we have Benefits in a Card, yes.

Speaker speaker_0: Okay, we're here for staffing agencies. Okay, so like I said, we're the benefit administrators for staffing agencies. Do you work for a staffing agency?

Speaker speaker_1: Yes.

Speaker speaker_0: What's the name of that staffing agency?

Speaker speaker_1: Partners Personnel.

Speaker speaker_0: Okay, so we are the benefit administrators for them, um, so there was probably an outbound call to you regarding an enrollment form, uh, we received, so we were just confirming information.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, um, so Partners, what's the last four of your Social?

Speaker speaker_1: 00555.

Speaker speaker_0: And your first and last name again? I'm sorry.

Speaker speaker_1: No problem. Eric Nester.

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

Speaker speaker_1: Yes. Um, 704 19th Street Northwest, Canton, Ohio, 44709.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: August 3rd, 1987.

Speaker speaker_0: And a good telephone number I have is 614-464-7161.

Speaker speaker_1: Yep.

Speaker speaker_0: And the email I have is ericjnester@gmail.com.

Speaker speaker_1: That is also correct, yeah.

Speaker speaker_0: Okay, so looking at note history, the only thing that I'm seeing, the last contact that was made was on the 21st, uh, where there was an outbound call to you regarding adding your dependents. That has been fixed.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And if you had any other issues, you could feel free to contact us. Now, was it a phone call or was it a text message that you received?

Speaker speaker_1: No, it was a phone call and I, I wasn't able to answer it the first time, like, that was yesterday or the day before. This time, I did answer it, um, and it started like an automated message. It said, "A customer service rep is," and then it like cuts off, hanging up.

Speaker speaker_0: Okay, um, so-

Speaker speaker_1: Yeah, I'm not sure.

Speaker speaker_0: ...honestly, yeah, I'm not sure either. Um, but, but like I said, the only contact that we've had p- previously was on the 21st, so I was... so I honestly don't know why the outbound call happened just now.

Speaker speaker_1: Well, yeah, I mean, if it's nothing on your end, no worries on mine, then.

Speaker speaker_0: Awesome. Well, you have a wonderful day, Eric, okay?

Speaker speaker_1: Yeah, thanks.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Bye.