

## **Transcript: Justin**

**Mills-6463085884522496-4957453188644864**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is... Yes, can you hear me? Yeah, I can hear you. Okay. Uh, I'm trying to see if I'm past my, uh, deadline to sign up for benefits. Okay. Let me check on that for you. What's the staffing agency you work for? Uh, Crown Staffing. And the last four of your social? 8517. And what was your first and last name? Marvin Wells. You said Marvin Weddell or Wells? Uh, Weddells. Okay, Weddells. They may not have the S on it, though. They may not have the S on it. I don't know if they do or not. And for security purposes, could you verify your home address, including city, state and zip code, Marvin? Uh, 226 Cedar Street, Dover, Tennessee 37058. And your date of birth? 3/25/81. And a good telephone number have as 571-0013. Yes, correct. And the email I have is marvinweddells81@yahoo? Yes. Okay, so let's see here. So looking at the hire date, we received it as February 20th, so looks like your cut-off date would be March 22nd. Hello, are you still there? Yeah, I'm here. Okay. So I stated we received your... February 20th, um, so your cut-off date would be March 22nd. Okay. How much are benefits? Can you send me a email where I can, like- Um- ... sign up for them, or do I got to call y'all to sign up for it? Or how does it work? Um, so you can just call us back to re-enroll, or to enroll in the benefits. Um, and I can email you a copy of a benefit guide that shows what's covered, what's not covered, and how much the carrier will pay for things, et cetera. Yeah, I just want to know the prices and everything, if you can email that to me. Okay. So I'll go ahead and email you a copy. The email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. Okay. Is there anything else I can help you out with today? Uh, no, sir. Awesome. Well, you have a wonderful day, okay? Uh, you too. All right, bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is...

Speaker speaker\_1: Yes, can you hear me?

Speaker speaker\_0: Yeah, I can hear you.

Speaker speaker\_1: Okay. Uh, I'm trying to see if I'm past my, uh, deadline to sign up for benefits.

Speaker speaker\_0: Okay. Let me check on that for you. What's the staffing agency you work for?

Speaker speaker\_1: Uh, Crown Staffing.

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

Speaker speaker\_1: 8517.

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

Speaker speaker\_1: Marvin Wells.

Speaker speaker\_0: You said Marvin Weddell or Wells?

Speaker speaker\_1: Uh, Weddells.

Speaker speaker\_0: Okay, Weddells.

Speaker speaker\_1: They may not have the S on it, though. They may not have the S on it. I don't know if they do or not.

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

Speaker speaker\_1: Uh, 226 Cedar Street, Dover, Tennessee 37058.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 3/25/'81.

Speaker speaker\_0: And a good telephone number have as 571-0013.

Speaker speaker\_1: Yes, correct.

Speaker speaker\_0: And the email I have is marvinweddells81@yahoo?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so let's see here. So looking at the hire date, we received it as February 20th, so looks like your cut-off date would be March 22nd. Hello, are you still there?

Speaker speaker\_1: Yeah, I'm here.

Speaker speaker\_0: Okay. So I stated we received your... February 20th, um, so your cut-off date would be March 22nd.

Speaker speaker\_1: Okay. How much are benefits? Can you send me a email where I can, like-

Speaker speaker\_0: Um-

Speaker speaker\_1: ... sign up for them, or do I got to call y'all to sign up for it? Or how does it work?

Speaker speaker\_0: Um, so you can just call us back to re-enroll, or to enroll in the benefits. Um, and I can email you a copy of a benefit guide that shows what's covered, what's not covered, and how much the carrier will pay for things, et cetera.

Speaker speaker\_1: Yeah, I just want to know the prices and everything, if you can email that to me.

Speaker speaker\_0: Okay. So I'll go ahead and email you a copy. The email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Is there anything else I can help you out with today?

Speaker speaker\_1: Uh, no, sir.

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

Speaker speaker\_1: Uh, you too.

Speaker speaker\_0: All right, bye-bye.

Speaker speaker\_1: Bye.