

Transcript: Justin

Mills-6475405251100672-5138950276825088

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes... Yes, sir. How you doing? I'm pretty well, and yourself? Not good, sir. I want to know what, what is this Benefits in a Card, sir? What does this contain and truth? Us at Benefits in a Card, we're the benefit administrators for staffing agencies, so we deal with their health insurance. Did you receive a text message or a phone call or something? Yes, sir. I received... I received a text message, sir. Um. Mm-hmm. What do you need to know or what, what, what... How can I help you, sir? So, that text message that you probably received was just a courtesy reminder from your employer letting you know they didn't make a deduction on you, so you're not currently active in benefits offered through them. So, like I said, it was just a- Oh. ... courtesy reminder from them. Okay. Yes, sir. O- okay. I'm sorry, you're talking about, um, from a staffing agency, right? Yes, sir. Yes, sir. Hey, good, man. Yes, sir. Um, so, what, what, what, what I need to do, sir? Um, now, if you're still working with that staffing agency, deductions will pick up like normal once you receive your next paycheck. Um, but like I said- Yes, sir. ... it was just a courtesy reminder from them. Yes, sir. Um, okay. That, that was just a courtesy reminder? Yes, sir. It was just a courtesy reminder from them. All right. Okay. Okay, so, um, but this is the phone number I can reach out to when, when things pick back up? Yes, sir. Okay. All right. Okay. Anything else- No, no, no. ... y- young man? No, sir. Not that I can think of. If there's anything else I can assist you with. No, young man. That's it, sir. Awesome. Well, you have a wonderful day, okay? You too, young man. Thank you so much. You're welcome. Bye-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: Yes... Yes, sir. How you doing?

Speaker speaker_0: I'm pretty well, and yourself?

Speaker speaker_1: Not good, sir. I want to know what, what is this Benefits in a Card, sir? What does this contain and truth?

Speaker speaker_0: Us at Benefits in a Card, we're the benefit administrators for staffing agencies, so we deal with their health insurance. Did you receive a text message or a phone call or something?

Speaker speaker_1: Yes, sir. I received... I received a text message, sir. Um.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: What do you need to know or what, what, what... How can I help you, sir?

Speaker speaker_0: So, that text message that you probably received was just a courtesy reminder from your employer letting you know they didn't make a deduction on you, so you're not currently active in benefits offered through them. So, like I said, it was just a-

Speaker speaker_1: Oh.

Speaker speaker_0: ... courtesy reminder from them.

Speaker speaker_1: Okay. Yes, sir. O- okay. I'm sorry, you're talking about, um, from a staffing agency, right?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yes, sir. Hey, good, man. Yes, sir. Um, so, what, what, what, what I need to do, sir?

Speaker speaker_0: Um, now, if you're still working with that staffing agency, deductions will pick up like normal once you receive your next paycheck. Um, but like I said-

Speaker speaker_1: Yes, sir.

Speaker speaker_0: ... it was just a courtesy reminder from them.

Speaker speaker_1: Yes, sir. Um, okay. That, that was just a courtesy reminder?

Speaker speaker_0: Yes, sir. It was just a courtesy reminder from them.

Speaker speaker_1: All right. Okay. Okay, so, um, but this is the phone number I can reach out to when, when things pick back up?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. All right. Okay. Anything else-

Speaker speaker_0: No, no, no.

Speaker speaker_1: ... y- young man?

Speaker speaker_0: No, sir. Not that I can think of. If there's anything else I can assist you with.

Speaker speaker_1: No, young man. That's it, sir.

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

Speaker speaker_1: You too, young man. Thank you so much.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Bye-bye.