

Transcript: Justin

Mills-6557656307777536-6451030456320000

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits In A Card. This is Justin. How can I help you today? Hey, Justin. I have, um, Benefits In A Card and I know open enrollment ends on the 31st. I just wanted to com- confirm that if I don't make any changes, eh, everything I have just rolls over. Um, yeah. So everything does roll over automatically unless you wanted to make changes to the coverage. However, let me try pulling your file for you to confirm if everything did roll over. Um, what's the staffing agency you work for? Creative Circle. Creative Circle. And the last four of your social? 5437. And what was your first and last name? Natalia, Matthews. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Natalia? 4723 Creekside Villas Way, Smyrna, Georgia 30082. And confirm your date of birth? 04/16/68. And a good telephone number has 925-200-4256? Mm-hmm. And the email address is nataliamatthews16 at gmail? Correct. Okay. So looking at the file looks like everything did roll over automatically. Um, you became active in the 2025 coverage as of January 6th. Okay. And, um, I have... I, I know I've got medical and dental. Do I have vision? Yes, ma'am. I do see the dental, vision, term life bundle. I do... Den... Okay. I'll, I'll go in and see what that looks like. It just dawned on me the other day that I didn't know if I had vision. Okay. Is there anything else I can help you with today, Natalia? Uh, no, I think I'm good. I just wanted to confirm. Awesome. Well, you have a wonderful day, okay? Likewise. Thank you. Thank you. 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 In A Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, Justin. I have, um, Benefits In A Card and I know open enrollment ends on the 31st. I just wanted to com- confirm that if I don't make any changes, eh, everything I have just rolls over.

Speaker speaker_1: Um, yeah. So everything does roll over automatically unless you wanted to make changes to the coverage. However, let me try pulling your file for you to confirm if everything did roll over. Um, what's the staffing agency you work for?

Speaker speaker_2: Creative Circle.

Speaker speaker_1: Creative Circle. And the last four of your social?

Speaker speaker_2: 5437.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Natalia, Matthews.

Speaker speaker_1: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Natalia?

Speaker speaker_2: 4723 Creekside Villas Way, Smyrna, Georgia 30082.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 04/16/'68.

Speaker speaker_1: And a good telephone number has 925-200-4256?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And the email address is nataliamatthews16 at gmail?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. So looking at the file looks like everything did roll over automatically. Um, you became active in the 2025 coverage as of January 6th.

Speaker speaker_2: Okay. And, um, I have... I, I know I've got medical and dental. Do I have vision?

Speaker speaker_1: Yes, ma'am. I do see the dental, vision, term life bundle.

Speaker speaker_2: I do... Den... Okay. I'll, I'll go in and see what that looks like. It just dawned on me the other day that I didn't know if I had vision. Okay.

Speaker speaker_1: Is there anything else I can help you with today, Natalia?

Speaker speaker_2: Uh, no, I think I'm good. I just wanted to confirm.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: Likewise. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.