

## **Transcript: Justin**

**Mills-6576542758944768-5574038940237824**

### **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? Um, yes. Uh, I need to... Um, I guess re-enroll. Um, re-enroll? Uh, now, did you... If you wanted to make any... If you didn't want to make any changes, everything should roll over automatically. Um, but I can pull your file for you- Okay, okay. ... and pull some information for you. Okay. I didn't know that. Okay. Um, what's the staffing agency you work for? It's, uh, Oxford Global. And the last four of your Social? 9273. And what was your first and last name? Uh, Kenneth Cook. Okay. And for security purposes, could you verify your home address, including city, state, and ZIP code, Kenneth? Uh, 4366 Dateline Road, Long Beach, Mississippi 39560. And confirm your date of birth? 11/25/1986. And a good telephone number have is 228-343-7448. That's correct. And the email I have is kencoockjr@gmail. Is that a good email? Yes. Yes. Sorry. That's it. Okay. Um, so yes, sir. So looking at the file, it looks like everything is going to roll over unless you wanted to make changes. Uh, no. I don't have any changes to make. Okay. Um, so I'll keep the same coverage for you, but is there anything else I can help you out with today, Kenneth? Um, no, that's all. Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day. Okay? You too. Thanks. You're welcome. 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: Um, yes. Uh, I need to... Um, I guess re-enroll.

Speaker speaker\_1: Um, re-enroll? Uh, now, did you... If you wanted to make any... If you didn't want to make any changes, everything should roll over automatically. Um, but I can pull your file for you-

Speaker speaker\_2: Okay, okay.

Speaker speaker\_1: ... and pull some information for you.

Speaker speaker\_2: Okay. I didn't know that.

Speaker speaker\_1: Okay. Um, what's the staffing agency you work for?

Speaker speaker\_2: It's, uh, Oxford Global.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 9273.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Uh, Kenneth Cook.

Speaker speaker\_1: Okay. And for security purposes, could you verify your home address, including city, state, and ZIP code, Kenneth?

Speaker speaker\_2: Uh, 4366 Dateline Road, Long Beach, Mississippi 39560.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: 11/25/1986.

Speaker speaker\_1: And a good telephone number have is 228-343-7448.

Speaker speaker\_2: That's correct.

Speaker speaker\_1: And the email I have is kencookjr@gmail. Is that a good email?

Speaker speaker\_2: Yes. Yes. Sorry. That's it.

Speaker speaker\_1: Okay. Um, so yes, sir. So looking at the file, it looks like everything is going to roll over unless you wanted to make changes.

Speaker speaker\_2: Uh, no. I don't have any changes to make.

Speaker speaker\_1: Okay. Um, so I'll keep the same coverage for you, but is there anything else I can help you out with today, Kenneth?

Speaker speaker\_2: Um, no, that's all.

Speaker speaker\_1: Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day. Okay?

Speaker speaker\_2: You too. Thanks.

Speaker speaker\_1: You're welcome. Bye-bye.