

Transcript: Justin

Mills-6685909307670528-5935963457503232

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? How you doing, Justin? Um, my name's Jequavian Jenkins. Um, I work with Adept HR, and I was calling for my, um, open enrollment. Yeah. Um, so Adept HR, what's the last four of your social? Uh, seven six five four. And what was your first and last name? Jequavian Jenkins. That's J-E-Q-U-A-V-I-A-N Jenkins. Okay. And for security purposes, could you verify your home address, including city, state and zip code? It is 1133 Cole Brook Station Circle. You want the zip code, too? Yes, sir. Um, 31407 ... And your current date of address? Um, December 1st, 2001. And a good telephone number has 803-508-2550. Yes, that's right. And the email, I have as jequavianjenkins24 at gmail? That's right. Okay. So, looking at the file, looks like you're currently enrolled into dental and term life, which is life insurance for employee only. Um, did you want to make changes to that? Or do you want to add anything else, or, or what? Uh... No, I think it's good enough for now. Okay. Um, so looking at my calendar, you did become active in the 2025 coverage as of January 6th. So, you should be receiving a new physical ID card for your dental within the next few days. Um, but I could possibly email it to you if, if you needed. That'll be fine. Okay. Do you mind if I place you on a brief hold while I do that? No, sir. You can do that. Hello, Jequavian. You still there? Mm-hmm. Awesome. Thank you so much for holding. So, I went ahead and emailed you your dental ID card to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. Okay? All right. Is there anything else I can help you out with today? No, sir. That'd be it. Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day. Okay? You too. Thank you. 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: How you doing, Justin? Um, my name's Jequavian Jenkins. Um, I work with Adept HR, and I was calling for my, um, open enrollment.

Speaker speaker_1: Yeah. Um, so Adept HR, what's the last four of your social?

Speaker speaker_2: Uh, seven six five four.

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

Speaker speaker_2: Jequavian Jenkins. That's J-E-Q-U-A-V-I-A-N Jenkins.

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

Speaker speaker_2: It is 1133 Cole Brook Station Circle. You want the zip code, too?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Um, 31407 ...

Speaker speaker_1: And your current date of address?

Speaker speaker_2: Um, December 1st, 2001.

Speaker speaker_1: And a good telephone number has 803-508-2550.

Speaker speaker_2: Yes, that's right.

Speaker speaker_1: And the email, I have as jequavianjenkins24 at gmail?

Speaker speaker_2: That's right.

Speaker speaker_1: Okay. So, looking at the file, looks like you're currently enrolled into dental and term life, which is life insurance for employee only. Um, did you want to make changes to that? Or do you want to add anything else, or, or what?

Speaker speaker_2: Uh... No, I think it's good enough for now.

Speaker speaker_1: Okay. Um, so looking at my calendar, you did become active in the 2025 coverage as of January 6th. So, you should be receiving a new physical ID card for your dental within the next few days. Um, but I could possibly email it to you if, if you needed.

Speaker speaker_2: That'll be fine.

Speaker speaker_1: Okay. Do you mind if I place you on a brief hold while I do that?

Speaker speaker_2: No, sir. You can do that.

Speaker speaker_1: Hello, Jequavian. You still there?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Awesome. Thank you so much for holding. So, I went ahead and emailed you your dental ID card to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. Okay?

Speaker speaker_2: All right.

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

Speaker speaker_2: No, sir. That'd be it.

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.

Speaker speaker_1: Thank you. Bye-bye.