

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Trying to return a call. Was there a voicemail left by any chance? Yeah. It was yesterday, it said something about my date of birth or something like that. So we, we received an enrollment form from your employer, um, letting us know you wanted to be enrolled into health insurance. Um, so there was probably an enrollment form where you didn't include your date of birth, so we were trying to obtain that to process the benefit enrollment for you. Yeah. Um, but they'll put us in the application or something? Yeah. What's the, what's the staffing agency that you work for? Um, uh, do you, don't you need my email address or something? Uh, no sir. Um, I need the staffing agency you work for to pull your file for you. It's HSS or something like that. I don't know. Okay. So Hospitality Staffing Solutions. Okay. Yeah. I haven't, I haven't even started with them yet as well, how could they be enrolling me in benefits that I haven't started working with? I totally understand. Um, so I see what's going on. So there was an enrollment form we received from HSS letting us know you wanted to be enrolled into their health insurance. However, when you submitted it, you put down your date of birth as 12/18/24. So we were needing to confirm the year. Yeah. Well, they have to go back to that's what it was. Okay, so let me try pulling your file. Um, what's the last four of your Social? 9684. And what was your first and last name? Jonathan Milk. And for security purposes, can you verify your home address, including city, state and zip code, Jonathan? Um, 415 North 68th Way, uh, I guess that's ATT1 33024. And what was your date of birth? 1/28/85. 1/28/85. Okay. And a good telephone number I have is 301-4886. Yeah. And the email I have is JNM012885@Yahoo. Yeah. Okay. So yes, sir. Checking that history I do see there was an outbound call to you at 1:38 PM earlier today, uh, letting us know that you submitted the enrollment form, but we were trying to confirm the correct date of birth. So that's what the outbound call was. Um, but since you confirmed the date of birth with me, I updated your demographics for you. Is there anything else I can help you out with today, Jonathan? No, that's it. I was just returning the call. Awesome. Well, you have a wonderful day, okay? All right. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Trying to return a call.

Speaker speaker_1: Was there a voicemail left by any chance?

Speaker speaker_2: Yeah. It was yesterday, it said something about my date of birth or something like that.

Speaker speaker_1: So we, we received an enrollment form from your employer, um, letting us know you wanted to be enrolled into health insurance. Um, so there was probably an enrollment form where you didn't include your date of birth, so we were trying to obtain that to process the benefit enrollment for you.

Speaker speaker_2: Yeah. Um, but they'll put us in the application or something?

Speaker speaker_1: Yeah. What's the, what's the staffing agency that you work for?

Speaker speaker_2: Um, uh, do you, don't you need my email address or something?

Speaker speaker_1: Uh, no sir. Um, I need the staffing agency you work for to pull your file for you.

Speaker speaker_2: It's HSS or something like that. I don't know.

Speaker speaker_1: Okay. So Hospitality Staffing Solutions. Okay.

Speaker speaker_2: Yeah. I haven't, I haven't even started with them yet as well, how could they be enrolling me in benefits that I haven't started working with?

Speaker speaker_1: I totally understand. Um, so I see what's going on. So there was an enrollment form we received from HSS letting us know you wanted to be enrolled into their health insurance. However, when you submitted it, you put down your date of birth as 12/18/24. So we were needing to confirm the year.

Speaker speaker_2: Yeah. Well, they have to go back to that's what it was.

Speaker speaker_1: Okay, so let me try pulling your file. Um, what's the last four of your Social?

Speaker speaker_2: 9684.

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

Speaker speaker_2: Jonathan Milk.

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

Speaker speaker_2: Um, 415 North 68th Way, uh, I guess that's ATT1 33024.

Speaker speaker_1: And what was your date of birth?

Speaker speaker_2: 1/28/85.

Speaker speaker_1: 1/28/85. Okay. And a good telephone number I have is 301-4886.

Speaker speaker_2: Yeah.

Speaker speaker_1: And the email I have is JNM012885@Yahoo.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So yes, sir. Checking that history I do see there was an outbound call to you at 1:38 PM earlier today, uh, letting us know that you submitted the enrollment form, but we were trying to confirm the correct date of birth. So that's what the outbound call was. Um, but since you confirmed the date of birth with me, I updated your demographics for you. Is there anything else I can help you out with today, Jonathan?

Speaker speaker_2: No, that's it. I was just returning the call.

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

Speaker speaker_2: All right. You too.

Speaker speaker_1: Thank you. Bye-bye.