

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hello, my name is Billy. Uh, I work, uh, I got a job with Carlton Staffing, and they told me I have to have health insurance with you. So you work with Carlton Staffing, and they stated you have insurance with us? Yeah. Okay. Um, so Carlton Staffing, what's the last four of your social? Um, 8075. And what was your first and last name? Um, Noubobu. Can I spell? Yeah, you can spell it for me. Okay. N-O-U-B-O-U-B-O. Okay. Uh... And for security purposes, can you verify your home address, including city, state and zip code? Okay. Um, 8721, uh, Towne Park Drive, Houston, Texas, um, 77036. And confirm your date of birth? Um, May 10th, 1998. And a good telephone number I have is 346-492-1839. Excuse me? A good telephone number I have is 346-492-1839. Yes. Yes, sir. And the email I have is brycenouboubou@gmail.com. Exactly. Okay. Um, how can I help you today? Uh, yeah. So, um, I want to have, uh, uh, like, in- an insurance card, because I'm planning to go to a hospital this week, maybe tomorrow. Yeah. And I just want to have, like, some form of insurance so that, uh, I can have it with me. Okay. So let's see what's going on. Um, so looking at... Okay. So looking at the file, it looks like you are enrolled in the benefits offered through Carlton Staffing. However, checking the calendar, we're still waiting on that first deduction to come through from them. So once we receive that deduction, you'll become active and then cards will be issued out from there. So as of right now, there's no card to send you because you're not currently active. However, I can reach out to my back office and see why you haven't become active yet, and then reach back out to you. Mm-hmm. Okay. Yeah, that's, uh, that's really well, because, uh, I- I've been working with them for almost two months already, or one month and a half. So I think normally I should be access, right? Um, now, is... Now, if you've went to Carlton Staffing and asked somebody regarding the benefits of what's going on, they're just gonna send you back to us at Benefits and a Card, 'cause we do deal with their health insurance. So, um, what I'm going to do, I'm going to reach out to my back office specifically, and have them reach out to the client and see why you haven't become active yet. And then once I receive information, I can give you a call back, letting you know what's going on. Hmm. All right. Yeah, please. Um, is there... Uh, do you have a specific number to call you so that I can register it? Because actually I have a lot of fake numbers calling me. So most of the time, uh, I don't pick up, like, unknown phone, phone calls. Uh, yes. So our number, or the number that I will be reaching back out to you is under a, a 800 number. Um, if you wanted to just write it down so you could just compare. Okay. Um, but just let me know whenever you're ready. Okay. All right. Thank you so much. Okay. Um, so the number that I'm gonna be reaching back out to you is coming from 800- Mm-hmm. ... 497- 497. Yeah. ... 4856. 85... 4856. Correct. 4856. Oh- Yes. Oh, okay. Yeah. I have the same number. Oh, okay. 4856. Okay. So like I said, let me reach out to my back office- Mm-hmm. ... have them reach out to Carlton Staffing and see what is going on. And

then once I do receive word back, I'll give you a call back. Okay? All right. That's when I'm supposed to do, okay. Awesome. Well, is there anything else I could help you out with today, Billy Bryce? No, I think it should be all. Awesome. Well, you have a wonderful day, okay? All right. Thank you so much. You're welcome. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hello, my name is Billy. Uh, I work, uh, I got a job with Carlton Staffing, and they told me I have to have health insurance with you.

Speaker speaker_0: So you work with Carlton Staffing, and they stated you have insurance with us?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, so Carlton Staffing, what's the last four of your social?

Speaker speaker_1: Um, 8075.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Um, Noubobu. Can I spell?

Speaker speaker_0: Yeah, you can spell it for me.

Speaker speaker_1: Okay. N-O-U-B-O-U-B-O.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh...

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_1: Okay. Um, 8721, uh, Towne Park Drive, Houston, Texas, um, 77036.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: Um, May 10th, 1998.

Speaker speaker_0: And a good telephone number I have is 346-492-1839.

Speaker speaker_1: Excuse me?

Speaker speaker_0: A good telephone number I have is 346-492-1839.

Speaker speaker_1: Yes. Yes, sir.

Speaker speaker_0: And the email I have is brycenouboubou@gmail.com.

Speaker speaker_1: Exactly.

Speaker speaker_0: Okay. Um, how can I help you today?

Speaker speaker_1: Uh, yeah. So, um, I want to have, uh, uh, like, in- an insurance card, because I'm planning to go to a hospital this week, maybe tomorrow. Yeah. And I just want to have, like, some form of insurance so that, uh, I can have it with me.

Speaker speaker_0: Okay. So let's see what's going on. Um, so looking at... Okay. So looking at the file, it looks like you are enrolled in the benefits offered through Carlton Staffing. However, checking the calendar, we're still waiting on that first deduction to come through from them. So once we receive that deduction, you'll become active and then cards will be issued out from there. So as of right now, there's no card to send you because you're not currently active. However, I can reach out to my back office and see why you haven't become active yet, and then reach back out to you.

Speaker speaker_1: Mm-hmm. Okay. Yeah, that's, uh, that's really well, because, uh, I- I've been working with them for almost two months already, or one month and a half. So I think normally I should be access, right?

Speaker speaker_0: Um, now, is... Now, if you've went to Carlton Staffing and asked somebody regarding the benefits of what's going on, they're just gonna send you back to us at Benefits and a Card, 'cause we do deal with their health insurance. So, um, what I'm going to do, I'm going to reach out to my back office specifically, and have them reach out to the client and see why you haven't become active yet. And then once I receive information, I can give you a call back, letting you know what's going on.

Speaker speaker_1: Hmm. All right. Yeah, please. Um, is there... Uh, do you have a specific number to call you so that I can register it? Because actually I have a lot of fake numbers calling me. So most of the time, uh, I don't pick up, like, unknown phone, phone calls.

Speaker speaker_0: Uh, yes. So our number, or the number that I will be reaching back out to you is under a, a 800 number. Um, if you wanted to just write it down so you could just compare.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but just let me know whenever you're ready.

Speaker speaker_1: Okay. All right. Thank you so much.

Speaker speaker_0: Okay. Um, so the number that I'm gonna be reaching back out to you is coming from 800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 497-

Speaker speaker_1: 497. Yeah.

Speaker speaker_0: ... 4856.

Speaker speaker_1: 85... 4856.

Speaker speaker_0: Correct. 4856.

Speaker speaker_1: Oh-

Speaker speaker_0: Yes.

Speaker speaker_1: Oh, okay. Yeah. I have the same number. Oh, okay. 4856.

Speaker speaker_0: Okay. So like I said, let me reach out to my back office-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... have them reach out to Carlton Staffing and see what is going on. And then once I do receive word back, I'll give you a call back. Okay?

Speaker speaker_1: All right. That's when I'm supposed to do, okay.

Speaker speaker_0: Awesome. Well, is there anything else I could help you out with today, Billy Bryce?

Speaker speaker_1: No, I think it should be all.

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

Speaker speaker_1: All right. Thank you so much.

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

Speaker speaker_1: Bye.