

Transcript: Justin

Mills-6722955868028928-5411563168776192

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. Yes. My name is Martha Filippas, um, and I enrolled for insurance, I believe, last week. Okay. Um, what's the staffing agency you work for? Creative Circle. And the last four of your social? 7029. And for security purposes, can you verify your home address, including city, state and zip code, Martha? Yeah. 9308 48th Place, College Park, Maryland, 20740. And your date of birth? March 13, 2009. And a good telephone number have is 443-546-5849. Yes. And the email have is marthafilippas@gmail.com? Correct. Okay. Um, so looking at the file, it looks like you're in a pending request sent for enrollment, so it looks like Creative Circle should be deducting sometime this week for you to become active on Monday, the 28th. Pardon? I stated that Creative Circle is making deductions on you this week for you to become active on Monday of next week, the 28th. Okay. Because, like I said- Okay. ... you're in a pending request sent for enrollment. Okay. Awesome. 'Cause it... Yeah. 'Cause it was deducted from my pay this week, so I just wanted to make sure I was starting. Because I remember they were saying I was gonna get an email with the card. Yes. Um, so once you do become active, uh, physical ID cards will be received within seven to ten business days. Um, but if you did call back Thursday or Friday of next week, we can email those ID cards to you just so you have them. Okay. Awesome. But it... Technically, I begin the 28th? Correct. Awesome. Thank you so much. You're welcome. You have a great weekend, okay? You too. Bye. All right. 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: Hi. Yes. My name is Martha Filippas, um, and I enrolled for insurance, I believe, last week.

Speaker speaker_0: Okay. Um, what's the staffing agency you work for?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 7029.

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

Speaker speaker_1: Yeah. 9308 48th Place, College Park, Maryland, 20740.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: March 13, 2009.

Speaker speaker_0: And a good telephone number have is 443-546-5849.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email have is marthafilippos@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Um, so looking at the file, it looks like you're in a pending request sent for enrollment, so it looks like Creative Circle should be deducting sometime this week for you to become active on Monday, the 28th.

Speaker speaker_1: Pardon?

Speaker speaker_0: I stated that Creative Circle is making deductions on you this week for you to become active on Monday of next week, the 28th.

Speaker speaker_1: Okay.

Speaker speaker_0: Because, like I said-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you're in a pending request sent for enrollment.

Speaker speaker_1: Okay. Awesome. 'Cause it... Yeah. 'Cause it was deducted from my pay this week, so I just wanted to make sure I was starting. Because I remember they were saying I was gonna get an email with the card.

Speaker speaker_0: Yes. Um, so once you do become active, uh, physical ID cards will be received within seven to ten business days. Um, but if you did call back Thursday or Friday of next week, we can email those ID cards to you just so you have them.

Speaker speaker_1: Okay. Awesome. But it... Technically, I begin the 28th?

Speaker speaker_0: Correct.

Speaker speaker_1: Awesome. Thank you so much.

Speaker speaker_0: You're welcome. You have a great weekend, okay?

Speaker speaker_1: You too. Bye.

Speaker speaker_0: All right. Bye-bye.