

Transcript: VICTORIA

Taylor-5556339413303296-5589977865601024

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, my name is Jonathan Ussery and I'm calling... They said that, uh, I need to apply for benefits before, or 30 days from my first paycheck, and I started working on, on 10/07. So I would like to know, I mean, I don't know what I would... the benefits. I'm working through, uh, Partners Personnel at Freightliners. Okay. What's the last four of your Social? 8793. And your first and last name? Jonathan Myrie... Jonathan Ussery Junior. Okay. Uh, do you mind verifying your address and date of birth? 510 Lincoln Street, Shelby, North Carolina 28115. And my, uh, social is 23843 8793. What's your date of birth? 2/2/84. Phone number 980-319-7225 or 7223? Yes, ma'am. And then email is gonna be J-U-S-S-E 14 1984 @gmail.com. Yes, ma'am. Okay. Do you know what plans you're wanting to enroll into? That's the thing. I don't know about the plans. I was just getting immediate, uh... straight through that email telling me that I should, uh, enroll, so... Okay. Where can you find, where can you find- Where can I find out what the plan, the, uh, the benefits or the plans is? I can actually email you a copy of the benefits guide. Um, it'll go over, like, all the plans, what they cover and how much they cost. And then- Okay. ... if you see anything that you're interested, uh, in from there you can just call us back to enroll. Yes, well, send me that so I can, uh, verify. I... Send it to the email that you just, uh, stated. Okay sure. And then- Or you can text it. Or you can just text it to this phone. I only have it- Or you can- ... one way to send it to you by email. But I went ahead and sent that to the email address I have on file for you. Um, and just to let you know, it looks like you have until the 20th of Nov- of November to get enrolled. Okay. So whenever I decide, how do I... uh, do I just call back? They don't... or when I- Yes, sir. Just call us back. All right. Thank you. You're welcome.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Yes, my name is Jonathan Ussery and I'm calling... They said that, uh, I need to apply for benefits before, or 30 days from my first paycheck, and I started working on, on 10/07. So I would like to know, I mean, I don't know what I would... the benefits. I'm working through, uh, Partners Personnel at Freightliners.

Speaker speaker_1: Okay. What's the last four of your Social?

Speaker speaker_2: 8793.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Jonathan Myrie... Jonathan Ussery Junior.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: 510 Lincoln Street, Shelby, North Carolina 28115. And my, uh, social is 23843 8793.

Speaker speaker_1: What's your date of birth?

Speaker speaker_2: 2/2/84.

Speaker speaker_1: Phone number 980-319-7225 or 7223?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is gonna be J-U-S-S-E 14 1984 @gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Do you know what plans you're wanting to enroll into?

Speaker speaker_2: That's the thing. I don't know about the plans. I was just getting immediate, uh... straight through that email telling me that I should, uh, enroll, so...

Speaker speaker_1: Okay.

Speaker speaker_2: Where can you find, where can you find-

Speaker speaker_1: Where can I find out what the plan, the, uh, the benefits or the plans is?

Speaker speaker_2: I can actually email you a copy of the benefits guide. Um, it'll go over, like, all the plans, what they cover and how much they cost. And then- Okay.

Speaker speaker_1: ... if you see anything that you're interested, uh, in from there you can just call us back to enroll.

Speaker speaker_2: Yes, well, send me that so I can, uh, verify. I... Send it to the email that you just, uh, stated.

Speaker speaker_1: Okay sure. And then-

Speaker speaker_2: Or you can text it. Or you can just text it to this phone.

Speaker speaker_1: I only have it-

Speaker speaker_2: Or you can-

Speaker speaker_1: ... one way to send it to you by email. But I went ahead and sent that to the email address I have on file for you. Um, and just to let you know, it looks like you have until the 20th of Nov- of November to get enrolled.

Speaker speaker_2: Okay. So whenever I decide, how do I... uh, do I just call back? They don't... or when I-

Speaker speaker_1: Yes, sir. Just call us back.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: You're welcome.