

Transcript: Francesca

Baez-5126133128314880-4517247688065024

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, Benefits My name is Francesca. How can I assist you today? Um, yes, my name's Alicia Trevino. I was trying to see about getting insurance for my job. What staffing company do you work with? I work with CareBuilders over at Jackson. You said CareBuilders? CareBuilders. What are the last four of your Social? 7652. And the last name? My last name's Trevino. And to make sure I'm looking at the right account- I just had it changed. I just had to change my last name. I got married like four months ago but I haven't changed my last name or nothing. Okay. And to locate your account, what are the last four of your Social? 7652. Please verify your mailing address and date of birth. My address is 401 South Bradford Court Boulevard, Apartment 248 in Freeport, Texas 77541 and my birthday is 6/23/71. All right, best contact 979-264-2974? Yes. And I have your email down as Barrio Z Alicia 93@gmail.com. It's Barrio, A-R-R-I-O-D, Alicia, A-L-I-C-I-A, 93@gmail. So the Z between the Barrio and your first name is not supposed to be there? It's, it's B-A-R-R-I-O-D, A-L-I-C-I-A, and then the 93. I do apologize, there's a lot of background noise. Is that a Z as in zebra or a D as in David? Sorry. After the O. It's a B, uh, it's a B like in boy, an A like in apple, an R like in Robert, an R like in Robert, an I like in ice cream, an O like in open, and a Z like in zebra. Okay. So Miss Trevino, your company open enrollment period doesn't start till next Monday, the 9th of December. Oh, okay. Okay. I didn't know. I couldn't remember why... I knew it was in December, I just couldn't remember when. That's okay. Um, so you can give us a call back by next Monday, the 9th. We'll be having access to the new benefit guide with the new benefits that we'll be offering by then, okay? Okay, thank you. Of course. And we'll be open 8:00 AM to 8:00 PM Monday to Fridays Eastern Time. All right, thank you. Thank you. Have a good day. You too.

Conversation Format

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

Speaker speaker_1: Hello, Benefits

Speaker speaker_2: My name is Francesca. How can I assist you today?

Speaker speaker_1: Um, yes, my name's Alicia Trevino. I was trying to see about getting insurance for my job.

Speaker speaker_2: What staffing company do you work with?

Speaker speaker_1: I work with CareBuilders over at Jackson.

Speaker speaker_2: You said CareBuilders?

Speaker speaker_1: CareBuilders.

Speaker speaker_2: What are the last four of your Social?

Speaker speaker_1: 7652.

Speaker speaker_2: And the last name?

Speaker speaker_1: My last name's Trevino.

Speaker speaker_2: And to make sure I'm looking at the right account-

Speaker speaker_1: I just had it changed. I just had to change my last name. I got married like four months ago but I haven't changed my last name or nothing.

Speaker speaker_2: Okay. And to locate your account, what are the last four of your Social?

Speaker speaker_1: 7652.

Speaker speaker_2: Please verify your mailing address and date of birth.

Speaker speaker_1: My address is 401 South Bradford Court Boulevard, Apartment 248 in Freeport, Texas 77541 and my birthday is 6/23/71.

Speaker speaker_2: All right, best contact 979-264-2974?

Speaker speaker_1: Yes.

Speaker speaker_2: And I have your email down as Barrio Z Alicia 93@gmail.com.

Speaker speaker_1: It's Barrio, A-R-R-I-O-D, Alicia, A-L-I-C-I-A, 93@gmail.

Speaker speaker_2: So the Z between the Barrio and your first name is not supposed to be there?

Speaker speaker_1: It's, it's B-A-R-R-I-O-D, A-L-I-C-I-A, and then the 93.

Speaker speaker_2: I do apologize, there's a lot of background noise. Is that a Z as in zebra or a D as in David? Sorry. After the O.

Speaker speaker_1: It's a B, uh, it's a B like in boy, an A like in apple, an R like in Robert, an R like in Robert, an I like in ice cream, an O like in open, and a Z like in zebra.

Speaker speaker_2: Okay. So Miss Trevino, your company open enrollment period doesn't start till next Monday, the 9th of December.

Speaker speaker_1: Oh, okay. Okay. I didn't know. I couldn't remember why... I knew it was in December, I just couldn't remember when.

Speaker speaker_2: That's okay. Um, so you can give us a call back by next Monday, the 9th. We'll be having access to the new benefit guide with the new benefits that we'll be offering by then, okay?

Speaker speaker_1: Okay, thank you.

Speaker speaker_2: Of course. And we'll be open 8:00 AM to 8:00 PM Monday to Fridays Eastern Time.

Speaker speaker_1: All right, thank you.

Speaker speaker_2: Thank you. Have a good day.

Speaker speaker_1: You too.