

Transcript: Francesca

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Full Transcript

Thank you for calling . My name is Francesca. How can I assist you today? Hi, Francesca. How are you? I'm good. How are you today? I'm good. Um, I have a- I got a missed call from you guys. And I- I was working so I couldn't, um, answer. I see. Did they leave any voicemail for you? I think so. Yeah. Do I just listen to the voicemail? Um, you can do that or we can try to locate your account, see if they left a note on it. What staffing company do you work with? Uh, TexStyle. I'm sorry? Uh, TexStyle. TexStyle. Under Partners Personal. Oh. And what are the last four of your Social? Uh, 6247. Could you verify the mailing address and date of birth to make sure I have the right account? Yeah. It's omagerian840@yahoo.com. And then, uh- Uh. July 4th, 2000. Thank you very much. I mean, it was actually your mailing address that I needed. I'm sorry. Oh, my bad. Oh, um, it's 3901 Salt River Lane, uh, 92571... And then have... There we go. Sorry, I think we have a delay on the connection. And then, I have your phone number as 951-483-1179. I think that's the one you're calling on. Yeah. Let's see. Oh, okay. So it looks like my coworker was trying to give you a call back regarding your eligibility review. Mm-hmm. Unfortunately, at the moment, you're not eligible for enrollment. You have to wait 'til October- Okay. ... when your company holds your company open enrollment period to enroll. Oh, okay. And like- Yeah. Can I just, can I ask, like, why I have to wait 'til October? Yes, sir. So with these benefits that Partners Personal- Uh-huh. ... offers, the employees have- Yeah. ... two events in which to enroll. Either an open enrollment period, which could be your personal, which will be 30 days after your first paycheck on assignment, or it will- Uh-huh. ... be the company one that happens once a year which is in October. All right. The other instance in which you're able to have a- an enrollment will be if you have a qualified live event. Okay. All right. Yes, sir. Well, um, well, thank you. Got the... Yeah. Of course, it was our pleasure. Um, I have just one more question. So, to um, to enroll, we're gonna have to call you back again? Or... Yes, sir. So you will have to give us a call at some point during October. Okay. Usually, they send either an email, text message or automated call notification letting you, the members or the employees of Partners Personal know when they have that- Okay. ... company open enrollment period. But you can also call at some point during the beginning. By then, we should have the specific date. Okay. All right. And was there anything- That's all then. Cool. Yeah, well, that's all I needed to know. Thank you. Um- Of course, it was my pleasure. Have a great day and thank you for your time today. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling . My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Francesca. How are you?

Speaker speaker_0: I'm good. How are you today?

Speaker speaker_1: I'm good. Um, I have a- I got a missed call from you guys. And I- I was working so I couldn't, um, answer.

Speaker speaker_0: I see. Did they leave any voicemail for you?

Speaker speaker_1: I think so. Yeah. Do I just listen to the voicemail?

Speaker speaker_0: Um, you can do that or we can try to locate your account, see if they left a note on it. What staffing company do you work with?

Speaker speaker_1: Uh, TexStyle.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Uh, TexStyle. TexStyle. Under Partners Personal.

Speaker speaker_0: Oh. And what are the last four of your Social?

Speaker speaker_1: Uh, 6247.

Speaker speaker_0: Could you verify the mailing address and date of birth to make sure I have the right account?

Speaker speaker_1: Yeah. It's omagerian840@yahoo.com. And then, uh-

Speaker speaker_0: Uh.

Speaker speaker_1: July 4th, 2000.

Speaker speaker_0: Thank you very much. I mean, it was actually your mailing address that I needed. I'm sorry.

Speaker speaker_1: Oh, my bad. Oh, um, it's 3901 Salt River Lane, uh, 92571...

Speaker speaker_0: And then have... There we go. Sorry, I think we have a delay on the connection. And then, I have your phone number as 951-483-1179. I think that's the one you're calling on.

Speaker speaker_1: Yeah.

Speaker speaker_0: Let's see. Oh, okay. So it looks like my coworker was trying to give you a call back regarding your eligibility review.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Unfortunately, at the moment, you're not eligible for enrollment. You have to wait 'til October-

Speaker speaker_1: Okay.

Speaker speaker_0: ... when your company holds your company open enrollment period to enroll.

Speaker speaker_1: Oh, okay. And like-

Speaker speaker_0: Yeah.

Speaker speaker_1: Can I just, can I ask, like, why I have to wait 'til October?

Speaker speaker_0: Yes, sir. So with these benefits that Partners Personal-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... offers, the employees have-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... two events in which to enroll. Either an open enrollment period, which could be your personal, which will be 30 days after your first paycheck on assignment, or it will-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... be the company one that happens once a year which is in October.

Speaker speaker_1: All right.

Speaker speaker_0: The other instance in which you're able to have a- an enrollment will be if you have a qualified live event.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Well, um, well, thank you. Got the... Yeah.

Speaker speaker_0: Of course, it was our pleasure.

Speaker speaker_1: Um, I have just one more question. So, to um, to enroll, we're gonna have to call you back again? Or...

Speaker speaker_0: Yes, sir. So you will have to give us a call at some point during October.

Speaker speaker_1: Okay.

Speaker speaker_0: Usually, they send either an email, text message or automated call notification letting you, the members or the employees of Partners Personal know when they have that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... company open enrollment period. But you can also call at some point during the beginning. By then, we should have the specific date.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: And was there anything-

Speaker speaker_1: That's all then.

Speaker speaker_0: Cool.

Speaker speaker_1: Yeah, well, that's all I needed to know. Thank you. Um-

Speaker speaker_0: Of course, it was my pleasure. Have a great day and thank you for your time today.

Speaker speaker_1: You too. Thank you. Bye-bye.