

Transcript: Justin

Mills-6674063128838144-4548168972812288

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, I did call yesterday, eh, in order to get, uh, again into the, the medical services. So I, I want to know if, uh, uh, everything is nice or everything is okay. Uh, let's see. What's the staffing agency you work for? Uh, yes, it's Partners Personnel. And the last four of your Social? 5792. And what was your first and last names? It's, uh, Fer... Uh, Jaime Fernando Beraza Barrufo. It has two first names, two last name. And for security purposes, can you verify your home address, including city, state and zip code? Yes, it's, uh, 149 East Avenue 42, Los Angeles, California 90031, Apartment A. And your date of birth? Uh, July 3rd, 1966. And a good telephone number has 213-570-2788? Correct. And the email has thor3399@gmail? Yes. Okay. Um, so looking at the file, it looks like you're not currently enrolled in anything. However, you're eligible to be enrolled, um, so I'm not seeing anything regarding a pending enrollment or anything like that. Oh. However, I do see where you called the 17th, um, and you were advised that you weren't enrolled into anything, but you were interested in medical, uh, through Partners. Is that correct? Uh, yes, or, or, uh, I was, uh, thinking about some other, uh, services, but I don't know which are available. Uh, well, here, I can email you a copy of the benefit guide if that would help. Yes, thank you. Okay, 'cause that's what explains what's cov-... uh, what's all offered through Partners Personnel. Yes. Okay. So the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay? Okay. Okay. Thank you. Is there anything else I could help you out with today? No, that's it. You're very kind. Awesome. Well, you have a wonderful day, okay? You too. Thank you. You're welcome. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes, I did call yesterday, eh, in order to get, uh, again into the, the medical services. So I, I want to know if, uh, uh, everything is nice or everything is okay.

Speaker speaker_1: Uh, let's see. What's the staffing agency you work for?

Speaker speaker_2: Uh, yes, it's Partners Personnel.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 5792.

Speaker speaker_1: And what was your first and last names?

Speaker speaker_2: It's, uh, Fer... Uh, Jaime Fernando Beraza Barrufo. It has two first names, two last name.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_2: Yes, it's, uh, 149 East Avenue 42, Los Angeles, California 90031, Apartment A.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Uh, July 3rd, 1966.

Speaker speaker_1: And a good telephone number has 213-570-2788?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email has thor3399@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so looking at the file, it looks like you're not currently enrolled in anything. However, you're eligible to be enrolled, um, so I'm not seeing anything regarding a pending enrollment or anything like that.

Speaker speaker_2: Oh.

Speaker speaker_1: However, I do see where you called the 17th, um, and you were advised that you weren't enrolled into anything, but you were interested in medical, uh, through Partners. Is that correct?

Speaker speaker_2: Uh, yes, or, or, uh, I was, uh, thinking about some other, uh, services, but I don't know which are available.

Speaker speaker_1: Uh, well, here, I can email you a copy of the benefit guide if that would help.

Speaker speaker_2: Yes, thank you.

Speaker speaker_1: Okay, 'cause that's what explains what's cov-... uh, what's all offered through Partners Personnel.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay.

Speaker speaker_2: Thank you.

Speaker speaker_1: Is there anything else I could help you out with today?

Speaker speaker_2: No, that's it. You're very kind.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye-bye.