

Transcript: Pamela

Blanc-4707617028915200-4603955686359040

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Yeah, hi, this is Jennifer Barnes. Um, my date of birth is 1-13-78 and I don't know what other information you need, but- I need, um- ... I would like further assistance in coming. Um, what I need, uh, first is the last four digits of your social and the staffing agency you work for. Yep. So, um, it's 9049 is the last four of my social. And then I work for ATC, which is Around the Clock Healthcare. And your first and last name, ma'am? Jennifer Barnes. B-A-R-N-E-S. Ms. Barnes, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Uh, 643 South Hooker Avenue, Three Rivers, Michigan. Uh, 49093, and then my date of birth. Um, what else do you need? Your date of birth. Uh, 1-13-78. And we have a telephone number on file. Uh, 269-718-7073, and your email is jennbarnes, your last name- Mm-hmm. ... @gmail.com. Yes. Right. And how may I help you, ma'am? Okay. Um, open enrollment's still available, right? Yes, ma'am. Okay. So, I would like to continue with what I have already in place. Okay. Um, I am opting out of the, of the medical. I don't need that. But everything else that I have, I would just like to continue. As far as I see here, you do, you're not enrolled in medical. You have vision, life- Yeah. ... critical illness- Mm-hmm. ... short-term disability, dental and group accident. Not eligible- Yeah. ... for medical. So you want to keep it- Correct. ... as it is. All right. No problem. Yep. Yep. Was there anything else I could do for you? Nope, I'm all set. All right, thank you for giving us a good day. Have a great rest of the day, ma'am. Yep, you as well. Thank you. Okay, bye-bye. Mm, 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

Speaker speaker_2: Yeah, hi, this is Jennifer Barnes. Um, my date of birth is 1-13-78 and I don't know what other information you need, but-

Speaker speaker_1: I need, um-

Speaker speaker_2: ... I would like further assistance in coming.

Speaker speaker_1: Um, what I need, uh, first is the last four digits of your social and the staffing agency you work for.

Speaker speaker_2: Yep. So, um, it's 9049 is the last four of my social. And then I work for ATC, which is Around the Clock Healthcare.

Speaker speaker_1: And your first and last name, ma'am?

Speaker speaker_2: Jennifer Barnes. B-A-R-N-E-S.

Speaker speaker_1: Ms. Barnes, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_2: Uh, 643 South Hooker Avenue, Three Rivers, Michigan. Uh, 49093, and then my date of birth. Um, what else do you need?

Speaker speaker_1: Your date of birth.

Speaker speaker_2: Uh, 1-13-78.

Speaker speaker_1: And we have a telephone number on file. Uh, 269-718-7073, and your email is jennbarnes, your last name-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... @gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: Right. And how may I help you, ma'am?

Speaker speaker_2: Okay. Um, open enrollment's still available, right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. So, I would like to continue with what I have already in place.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, I am opting out of the, of the medical. I don't need that. But everything else that I have, I would just like to continue.

Speaker speaker_1: As far as I see here, you do, you're not enrolled in medical. You have vision, life-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... critical illness-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... short-term disability, dental and group accident. Not eligible-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... for medical. So you want to keep it-

Speaker speaker_2: Correct.

Speaker speaker_1: ... as it is. All right. No problem.

Speaker speaker_2: Yep. Yep.

Speaker speaker_1: Was there anything else I could do for you?

Speaker speaker_2: Nope, I'm all set.

Speaker speaker_1: All right, thank you for giving us a good day. Have a great rest of the day, ma'am.

Speaker speaker_2: Yep, you as well. Thank you.

Speaker speaker_1: Okay, bye-bye.

Speaker speaker_2: Mm, bye-bye.