

## **Transcript: Pamela**

**Blanc-6264432968024064-6350827040489472**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Management Center for our latest - Yeah. ... -- this is Rose on the phone. Hi, how you doing? I just, um, received a phone call, um, from, um, from someone that I met, they were saying that I enrolled, I had enrolled in dental, but, um, but then I kept pushing the crown in. It was kind of hard for me to read the application, so when I was trying to go back out of it, it let me, um, it wouldn't let me. So, um, how much was the dental? And my name's j-... Uh, by the way, my name is Jacquita Rose. I apologize. It's okay. I'm going to need the, um, the last four digits of your, um, your phone. Sorry. Okay. The last four digits- And social? ... of your Social and the name of the staffing agency you work for. Well, I haven't even started the job yet. It's HSS Staffing. Okay. I'm guessing, yeah. And, um, um- You said HSS? HSS, yes. And the last four? 5512. 5512. Can you repeat the name? 59- Oh, 59. Can you repeat the name? 5912. 5912 is the last four digits of the Social. My name is Jacquita. That's J-A-C capital K-I-Q-U-I-T-A. The last name is Rose, R-O-S-E. And, um- That's Rose? Yes. I was trying to see how much was the dental that I had, um, that would be taken out. Okay. So, we need to verify the address and date of birth, just to make sure we are in the correct file. 2215 Saint Charles Road, Bellwood, Illinois. 60104. Apartment 2E. Okay. Let me see something here. Give me one second, 'cause that is not the address we have on file. What address do you have on file? You said Bellevue, Bellwood? Bellwood, Illinois. 2215 Saint Charles Road. Okay. Bellwood, Illinois. Mm-hmm. 60104. 60104, Yes. Okay. Yeah. All right. That's the, that's the address on the form. Right, so the telephone number we have on file, 312-721-0702. And your email is your first name, r37@gmail.com? Yes. For the dental, um, for employee only, it's \$3.38. Okay, so that's all I want is the dental. Okay. The benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be authorized to generate in the system, and it will, um, be mailed up to you within seven to 10 days, to the address we have on file. Okay, 'cause I, they haven't even, uh, called me for the job yet. Um, um, I hadn't- Yep. You have to, um, when you start working, that's when everything, it's going to actually start rolling it. Okay, 'cause they're telling me that they're still waiting on a background, which will take some time, so yeah. Well, at least you're already enrolled, and you don't have to worry about it until you start working there. Like, let's say if you see the deductions, and then two weeks after you don't see the ID, you know, in your email, in your mail, then you will be with a call, and we will tell you the status or everything. Helpful. Anything else I can do for you, ma'am? No, you've been a great help. Thanks for appreciating the resources. You're very welcome. Okay, goodbye. Have a good one. You too. Thank you then. Have a good day. 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 Management Center for our latest -

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... -- this is Rose on the phone.

Speaker speaker\_2: Hi, how you doing? I just, um, received a phone call, um, from, um, from someone that I met, they were saying that I enrolled, I had enrolled in dental, but, um, but then I kept pushing the crown in. It was kind of hard for me to read the application, so when I was trying to go back out of it, it let me, um, it wouldn't let me. So, um, how much was the dental? And my name's j-... Uh, by the way, my name is Jacquita Rose. I apologize.

Speaker speaker\_1: It's okay. I'm going to need the, um, the last four digits of your, um, your phone. Sorry.

Speaker speaker\_2: Okay.

Speaker speaker\_1: The last four digits-

Speaker speaker\_2: And social?

Speaker speaker\_1: ... of your Social and the name of the staffing agency you work for.

Speaker speaker\_2: Well, I haven't even started the job yet. It's HSS Staffing.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I'm guessing, yeah. And, um, um-

Speaker speaker\_1: You said HSS?

Speaker speaker\_2: HSS, yes.

Speaker speaker\_1: And the last four?

Speaker speaker\_2: 5512.

Speaker speaker\_1: 5512. Can you repeat the name?

Speaker speaker\_2: 59-

Speaker speaker\_1: Oh, 59. Can you repeat the name?

Speaker speaker\_2: 5912. 5912 is the last four digits of the Social. My name is Jacquita. That's J-A-C capital K-I-Q-U-I-T-A. The last name is Rose, R-O-S-E. And, um-

Speaker speaker\_1: That's Rose?

Speaker speaker\_2: Yes. I was trying to see how much was the dental that I had, um, that would be taken out.

Speaker speaker\_1: Okay. So, we need to verify the address and date of birth, just to make sure we are in the correct file.

Speaker speaker\_2: 2215 Saint Charles Road, Bellwood, Illinois. 60104. Apartment 2E.

Speaker speaker\_1: Okay. Let me see something here. Give me one second, 'cause that is not the address we have on file.

Speaker speaker\_2: What address do you have on file?

Speaker speaker\_1: You said Bellevue, Bellwood?

Speaker speaker\_2: Bellwood, Illinois. 2215 Saint Charles Road.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Bellwood, Illinois.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: 60104.

Speaker speaker\_1: 60104, Yes. Okay. Yeah. All right. That's the, that's the address on the form. Right, so the telephone number we have on file, 312-721-0702. And your email is your first name, r37@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: For the dental, um, for employee only, it's \$3.38.

Speaker speaker\_2: Okay, so that's all I want is the dental.

Speaker speaker\_1: Okay. The benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be authorized to generate in the system, and it will, um, be mailed up to you within seven to 10 days, to the address we have on file.

Speaker speaker\_2: Okay, 'cause I, they haven't even, uh, called me for the job yet. Um, um, I hadn't-

Speaker speaker\_1: Yep. You have to, um, when you start working, that's when everything, it's going to actually start rolling it.

Speaker speaker\_2: Okay, 'cause they're telling me that they're still waiting on a background, which will take some time, so yeah.

Speaker speaker\_1: Well, at least you're already enrolled, and you don't have to worry about it until you start working there. Like, let's say if you see the deductions, and then two weeks after you don't see the ID, you know, in your email, in your mail, then you will be with a call, and we will tell you the status or everything.

Speaker speaker\_2: Helpful.

Speaker speaker\_1: Anything else I can do for you, ma'am?

Speaker speaker\_2: No, you've been a great help. Thanks for appreciating the resources.

Speaker speaker\_1: You're very welcome.

Speaker speaker\_2: Okay, goodbye. Have a good one.

Speaker speaker\_1: You too.

Speaker speaker\_2: Thank you then. Have a good day. Bye-bye.

Speaker speaker\_1: Bye.