

Transcript: Sara

Marulanda-4629315282190336-6347171271196672

Full Transcript

Hello? Your call may be monitored or recorded for quality assurance purposes. Hello. This is Benefits in a Card. I'm returning a call for Gloria Gomez. Who's this again? Benefits in a Card. Yeah, I just wanted to check and see if my, um, benefits have been effective yet, because I keep getting this notice from my employer saying, you know, your last day or your last week to enroll in benefits. Okay, let me check that for you. May I have the name of the agency that you are working with and the last four of your Social? Uh, Partner, um... I think, uh, the temp agency is called Partners. Partners Personnel, okay. Partners Personnel, yeah, something with Partners. And I noticed they started taking out, uh, my premiums out of my check. Okay, um, let me find your account. May I have the last four of your Social, please? 2462. Thank you very much. And Ms. Gomez, just for security purposes, can you please verify your address and date of birth? December 24th, 1969, 45327 Esmeraldo Court, Temecula, California 92592. And is your email ggomez699502@gmail.com? Yes. Yes, it is. And is your phone number 760-685-7979? Correct. Thank you very much. Okay. It's looking like your coverage is ready to become active this coming Monday. Okay. All right. Um... So they're just kind of probably sending me a reminder to make sure, so Monday, November 14th. I think you're going to receive a... like a text message, uh, once a week during the first 30 days, during your personal open enrollment period. Those are just courtesy reminders- Oh, okay. ... and brought in by an automated service, so... All right. Okay. ... I'll let it know. I just wanted to follow up. Thank you. Yes, you're more than welcome. Anything else? Nope, that should do it. Thank you. Have a great day. All right. Thank you for calling.

Conversation Format

Speaker None: Hello? Your call may be monitored or recorded for quality assurance purposes. Hello. This is Benefits in a Card. I'm returning a call for Gloria Gomez. Who's this again? Benefits in a Card. Yeah, I just wanted to check and see if my, um, benefits have been effective yet, because I keep getting this notice from my employer saying, you know, your last day or your last week to enroll in benefits. Okay, let me check that for you. May I have the name of the agency that you are working with and the last four of your Social? Uh, Partner, um... I think, uh, the temp agency is called Partners. Partners Personnel, okay. Partners Personnel, yeah, something with Partners. And I noticed they started taking out, uh, my premiums out of my check. Okay, um, let me find your account. May I have the last four of your Social, please? 2462. Thank you very much. And Ms. Gomez, just for security purposes, can you please verify your address and date of birth? December 24th, 1969, 45327 Esmeraldo Court, Temecula, California 92592. And is your email

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