

Transcript: Sara

Marulanda-4861070251835392-4800726061989888

Full Transcript

Thank you. My name is Sarah. May I have your name, please? I'm, uh, calling for my husband because I'm... He don't have his own phone. He's at work and I just need to know, or he wants to know how he's supposed to get insurance through y'all because he works with a temporary service that provides insurance through y'all. Okay. It's kind of- it's kind of breaking up. What- what temporary agency is he working with? Um, well the temporary service is, uh, Partners Personnel. Oh, okay. Partners- And the plant he works for is Custom Goods. I don't know which company is offering the insurance. I just know he's supposed to be able to get insurance. It's okay. Um, okay. First than everything, I cannot provide you any specific information. I'm going to give you general information, okay? Without his authorization, I cannot, um, get into his account. He's the one that told me to call. Why would I want to get insur- why would I be calling without his permission? I got insurance at work. Ma'am, this call has been recorded and I have to go to- But what time do you all close? He works 'til 7:00. Until 8:00 P.M. Until 8:00 P.M. Eastern Time. We're here Monday through Friday. I need to know what he needs to do. Can we do it online or something? Let me check that for you. Give me a minute, please. And he... 'Cause he don't do none of this by himself anyways. He didn't even do his own paperwork at the temporary service. I completely understand that, ma'am. So, I'm gonna have to do it anyways. Yeah, there's no problem with me. But because this call has been recorded, I have to go with the line- guidelines. Well, I need to know what to do. Because like I said, I'm going to be the one calling back when he gets off work because he don't do this stuff. He does not do anything like this. He don't even do his own application for work. Well, he's going to have give us a- an authorization, a verbal authority station for us to provide you that information. Okay, well, give me the information you can! I need to know what we got to do. I'd rather do it online. Okay, I'm looking for it. Give me a minute. Okay, the address is www dot... Y-I-A-C... Hold on, let me get something to write it with. Oh, uh, okay. Okay. Okay. Www.... Dot... I got that. M-Y-B as in bravo, I-A-C-S as in Charlie.com B-I-A-C ... Dot com. I got that. You said, "My..." Uh... You said, "M-Y-B-I-A-C." Mysiac.com. Don't yell at me! I'm trying to write it. B-I-A-C dot come. Okay, what else? Slash partners personnel. Damn. And he can do it- we can do it online? Online. Yes, ma'am. Okay. Okay, ma'am. Anything else that I can-

Conversation Format

Speaker None: Thank you. My name is Sarah. May I have your name, please? I'm, uh, calling for my husband because I'm... He don't have his own phone. He's at work and I just need to know, or he wants to know how he's supposed to get insurance through y'all because he

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