

## **Transcript: Sara**

**Marulanda-5164542247092224-6320166548848640**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Christian Montano. Hello, Mr. Montano. How may I help you? Hi. I received a message saying that, um, I'm eligible for benefits. Okay. Let me check that for you. And may I have the name of the, uh, temporary agency that you are working with and the last four of your Social? Yeah. Partners Personnel and 7454. Thank you very much, Mr. Montano. And just for security purposes can you please verify your address and date of birth? Yeah. It's 796 Evergreen Street, Hemet, California. My date of birth is June 20th, 1999. Email chrismontano99@icloud.com? Yeah. And is your phone number 951-664-4808? Yeah. Thank you very much. Let me check that for you. Yes, sir, you are eligible, uh, to enroll health care benefits through Partners Personnel because you are under your personal open enrollment period. So do you- So which health care benefits? Oh, like medical, dental, vision, uh, preventive care. Oh, yeah. Never mind then. Yeah. Uh, I don't need that though. Okay, so... Okay. That's okay if you don't want it. It's okay. It's optional. Yeah, because I already, I already have it. That's why. All right, sir. That's okay. So do you have any other questions for us? Uh, no, that'll be it. I just wanted to check in with that. Okay. You may receive that text me- that same text message, uh, like once per week during 30 days. Um, you don't need to give us a call again. Uh, those are just, um, like courtesy reminders. Okay. Okay. All right. All right? Sounds good. Thank you. So thank you for calling Benefits in a Cart. Wish you too have a wonderful day, sir. You too. Bye. Thank you. Bye. Bye.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Christian Montano. Hello, Mr. Montano. How may I help you? Hi. I received a message saying that, um, I'm eligible for benefits. Okay. Let me check that for you. And may I have the name of the, uh, temporary agency that you are working with and the last four of your Social? Yeah. Partners Personnel and 7454. Thank you very much, Mr. Montano. And just for security purposes can you please verify your address and date of birth? Yeah. It's 796 Evergreen Street, Hemet, California. My date of birth is June 20th, 1999. Email chrismontano99@icloud.com? Yeah. And is your phone number 951-664-4808? Yeah. Thank you very much. Let me check that for you. Yes, sir, you are eligible, uh, to enroll health care benefits through Partners Personnel because you are under your personal open enrollment period. So do you- So which health care benefits? Oh, like medical, dental, vision, uh,

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