

Transcript: VICTORIA

Taylor-4936954224885760-4549085928931328

Full Transcript

Thank you for benefits on a card. This is Victoria. How can I help you? Hello. My name is Natasha Cathy. I was calling to see how do I enroll you into my benefits? Okay. Um, what is the name of the agency you work for? Partners Personnel. All righty. And do you mind verifying your address and date of birth? 2909 Comanche Court, Apartment 3, June 7th, 2001. Okay. Okay. And, uh, your first and last name, I'm sorry? Natasha Cathy. All right. And what's the last four of your Social to make sure I'm looking at the right file? 21106. Okay. Phone number 901-425-6723? Yes, ma'am. And then email is going to be first name and then, uh, lashaya7@gmail.com? Yes. Okay. Give me one second. Now do you know what you're wanting to enroll into specifically? Um, medical, like health insurance. Okay. Yeah, so we offer a few different plans to choose from. Um, there's also- Mm-hmm. ... some additional add-ons like dental and vision. Um- Mm-hmm. ... so what I can do is I can email you a copy of the benefits guide which will go- Okay. ... over all the plans, um, what they cover and how much they cost if you want to- Mm-hmm. ... look over that and then call us back once you know what plan specifically. Uh-huh. And it looks like you have until the 26th of February to get enrolled. Okay. So I will go ahead and send the benefits guide to your email. Um, did you have any like specific questions that maybe I can answer? No, ma'am. Okay. Well, if you come across anything or know what you want to enroll into, just give us a call back from there. Okay. Thank you. You're welcome. Have a good day. You too. Thank you.

Conversation Format

Speaker speaker_0: Thank you for benefits on a card. This is Victoria. How can I help you?

Speaker speaker_1: Hello. My name is Natasha Cathy. I was calling to see how do I enroll you into my benefits?

Speaker speaker_0: Okay. Um, what is the name of the agency you work for?

Speaker speaker_1: Partners Personnel.

Speaker speaker_0: All righty. And do you mind verifying your address and date of birth?

Speaker speaker_1: 2909 Comanche Court, Apartment 3, June 7th, 2001.

Speaker speaker_0: Okay. Okay. And, uh, your first and last name, I'm sorry?

Speaker speaker_1: Natasha Cathy.

Speaker speaker_0: All right. And what's the last four of your Social to make sure I'm looking at the right file?

Speaker speaker_1: 21106.

Speaker speaker_0: Okay. Phone number 901-425-6723?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is going to be first name and then, uh, lashaya7@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me one second. Now do you know what you're wanting to enroll into specifically?

Speaker speaker_1: Um, medical, like health insurance.

Speaker speaker_0: Okay. Yeah, so we offer a few different plans to choose from. Um, there's also-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... some additional add-ons like dental and vision. Um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... so what I can do is I can email you a copy of the benefits guide which will go-

Speaker speaker_1: Okay.

Speaker speaker_0: ... over all the plans, um, what they cover and how much they cost if you want to-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... look over that and then call us back once you know what plan specifically.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And it looks like you have until the 26th of February to get enrolled.

Speaker speaker_1: Okay.

Speaker speaker_0: So I will go ahead and send the benefits guide to your email. Um, did you have any like specific questions that maybe I can answer?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Okay. Well, if you come across anything or know what you want to enroll into, just give us a call back from there.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.