

## **Transcript: VICTORIA**

**Taylor-5026563990011904-5616140274417664**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling  
Yeah, how can I help you? Yeah, I'm calling back the number. I'm sorry? I'm calling back from  
before. Okay. Did they leave a voicemail for you? I never checked. Okay. Um, what's the  
name of the staffing or temp agency you worked through? I don't know. Uh, um, I don't know. I  
was just calling. I thought this has been, uh, staffing or an agency. Yeah, so we're benefits  
administrators if you work through a staffing or, um, temp agency. So we just administer the  
medical insurance. Unfortunately though, we work for multiple staffing agencies, so I would  
need to pull- Oh, okay. ... up your file and see exactly why you got a call. I, I don't know  
offhand. Okay. Um, WorkSource. Okay. What's the last four of your Social? 4686. And your  
first and last name? Ramley Ali. Okay. Do you mind verifying your address and date of birth?  
1902 Kimbro Street, Unit B. Date of birth, 7/26/95. Okay. Uh, phone number 479-432-5421?  
Yeah. And then email is ramleybo08@gmail.com? Mm-hmm. Okay. Um, I don't see any notes  
where one of, uh, one of our representatives called, so maybe it was an autom- automated  
voicemail or automated call. Okay. Um, I know your employer is in open enrollment up until  
the, um, the 10th of this month, this Friday. Um, so- Okay. ... it was probably just letting you  
know that they're in open enrollment. So if you are interested in getting enrolled, you have  
until this Friday to do so. Okay. Hmm. Okay, thank you. You're welcome. Do you need help  
with anything else? No, no, that's it. Okay. You have a wonderful day. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.  
Thank you for calling

Speaker speaker\_1: Yeah, how can I help you?

Speaker speaker\_2: Yeah, I'm calling back the number.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_2: I'm calling back from before.

Speaker speaker\_0: Okay. Did they leave a voicemail for you?

Speaker speaker\_2: I never checked.

Speaker speaker\_0: Okay. Um, what's the name of the staffing or temp agency you worked  
through?

Speaker speaker\_2: I don't know. Uh, um, I don't know. I was just calling. I thought this has been, uh, staffing or an agency.

Speaker speaker\_0: Yeah, so we're benefits administrators if you work through a staffing or, um, temp agency. So we just administer the medical insurance. Unfortunately though, we work for multiple staffing agencies, so I would need to pull-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_0: ... up your file and see exactly why you got a call. I, I don't know offhand.

Speaker speaker\_2: Okay. Um, WorkSource.

Speaker speaker\_0: Okay. What's the last four of your Social?

Speaker speaker\_2: 4686.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_2: Ramley Ali.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: 1902 Kimbro Street, Unit B. Date of birth, 7/26/95.

Speaker speaker\_0: Okay. Uh, phone number 479-432-5421?

Speaker speaker\_2: Yeah.

Speaker speaker\_0: And then email is ramleybo08@gmail.com?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: Okay. Um, I don't see any notes where one of, uh, one of our representatives called, so maybe it was an autom- automated voicemail or automated call.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Um, I know your employer is in open enrollment up until the, um, the 10th of this month, this Friday. Um, so-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... it was probably just letting you know that they're in open enrollment. So if you are interested in getting enrolled, you have until this Friday to do so.

Speaker speaker\_2: Okay. Hmm. Okay, thank you.

Speaker speaker\_0: You're welcome. Do you need help with anything else?

Speaker speaker\_2: No, no, that's it.

Speaker speaker\_0: Okay. You have a wonderful day.

Speaker speaker\_2: You too.