

Transcript: VICTORIA

Taylor-5097701735186432-4653312810467328

Full Transcript

Thank you for calling Benefits at Accor. This is ... how can I help you? Hey, um, how you doing? I am calling because I am from Noor Staffing Group and they, um, sent me a text saying, "Important reminder to review the email you received regarding the transaction of your benefits effective February 3rd, 2025. If you have not received the email or have any questions, contact Benefits at Accor." So I want to know what, what this benefit is, is about. Like I never knew I had any benefits. Okay. So, we, uh... Noor is one of our newer clients. We now administrate the medical insurance being offered through, uh, your employer. So it's for like the medical insurance they offer. Oh, okay. So like, like let's say I have an appointment, like I have a, um, I have coverage, like I have medical coverage? I'll have to look up your specific file and see if you're enrolled into anything. I think that's just an aut-... uh, like an automated email sent to all Noors to like, you know, let you guys know that we now administrate the medical insurance. Oh, okay. So let me pull up your file. Um, what's the last four of your Social? Hmm, yes? What is the last four of your Social? 2586. And your first and last name? Anderson Abul. Okay. And do you mind verifying your address and date of birth? Um, August 14th, 1992. And your mailing address? 1516 Cone Avenue. That's Apartment One in Bronx, New York, 10461? Yeah. Okay. Phone number 929-326-9185? Yes. Email is, uh, first name, last name, 1011@gmail.com? Hmm, yes. Okay. Yeah, I don't see that you're currently enrolled into anything with us. So that sh-... That email was just sent out to you to let you know that we now administer the medical insurance for them. But you're not currently enrolled into anything. Okay. All right, miss. Yes, sir. Do you need help with anything else? No, that'll be all. Thank you. You're welcome. You have a wonderful day. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits at Accor. This is ... how can I help you?

Speaker speaker_1: Hey, um, how you doing? I am calling because I am from Noor Staffing Group and they, um, sent me a text saying, "Important reminder to review the email you received regarding the transaction of your benefits effective February 3rd, 2025. If you have not received the email or have any questions, contact Benefits at Accor." So I want to know what, what this benefit is, is about. Like I never knew I had any benefits.

Speaker speaker_0: Okay. So, we, uh... Noor is one of our newer clients. We now administrate the medical insurance being offered through, uh, your employer. So it's for like the medical insurance they offer.

Speaker speaker_1: Oh, okay. So like, like let's say I have an appointment, like I have a, um, I have coverage, like I have medical coverage?

Speaker speaker_0: I'll have to look up your specific file and see if you're enrolled into anything. I think that's just an aut-... uh, like an automated email sent to all Noors to like, you know, let you guys know that we now administrate the medical insurance.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: So let me pull up your file. Um, what's the last four of your Social?

Speaker speaker_1: Hmm, yes?

Speaker speaker_0: What is the last four of your Social?

Speaker speaker_1: 2586.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Anderson Abul.

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

Speaker speaker_1: Um, August 14th, 1992.

Speaker speaker_0: And your mailing address?

Speaker speaker_1: 1516 Cone Avenue.

Speaker speaker_0: That's Apartment One in Bronx, New York, 10461?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Phone number 929-326-9185?

Speaker speaker_1: Yes.

Speaker speaker_0: Email is, uh, first name, last name, 1011@gmail.com?

Speaker speaker_1: Hmm, yes.

Speaker speaker_0: Okay. Yeah, I don't see that you're currently enrolled into anything with us. So that sh-... That email was just sent out to you to let you know that we now administer the medical insurance for them. But you're not currently enrolled into anything.

Speaker speaker_1: Okay. All right, miss.

Speaker speaker_0: Yes, sir. Do you need help with anything else?

Speaker speaker_1: No, that'll be all. Thank you.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: Bye-bye.