

Transcript: VICTORIA

Taylor-5120136080048128-4920196762484736

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Curve, this is Victoria. How can I help you? Hello. Good afternoon. Um, I've been getting messages saying that I could, um, enroll in benefits. Okay. What's the name of the, uh, staffing agency you work for? Uh, Partners Personnel. Okay. Um, let me pull up your file. What's the last four of your social? 6460. And your first and last name? Jonathan Kennel. Okay. Do you mind verifying your address and date of birth? The address is 6477 Orange Avenue, and date of birth is August 31st, 2002. Phone number 562-362-7267? Yeah. And then email is just gonna be your first name, 12345678- Yeah. ...@outlook.com? Yeah. Okay. Are you wanting to enroll into the medical insurance? Um, was it, was, it was just medical insurance? Yes. There's a couple different medical plans- Okay. ... to, um, enroll into. There's also things like, um, dental, vision, uh, short-term disability, term life, critical illness, group accident, behavioral health, diet experts, um, FreeRx and the FreeRx virtual primary care. Oh, okay. Um, well, no, I think it's all right. I, I don't think I need that. I already have my own thing. I just, I just want... I kept get- I'm sorry, the phone is breaking up. Um, you're not interested in the benefits? Yeah, no, I was just... I just wanted to get some information on it. Okay. All righty. Well, um- Mm-hmm. ... in the event that you do change your mind, I know it looks like you have until the 8th of January to get enrolled. Mm-hmm. You can call us back to enroll if you'd like. Otherwise, there's nothing you need to do on your end if you're not interested. Uh-huh. Okay. All right. Thank you. S- sorry to waste your time. No worries. You have a wonderful day. All right. You as well. Goodbye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Curve, this is Victoria. How can I help you?

Speaker speaker_2: Hello. Good afternoon. Um, I've been getting messages saying that I could, um, enroll in benefits.

Speaker speaker_1: Okay. What's the name of the, uh, staffing agency you work for?

Speaker speaker_2: Uh, Partners Personnel.

Speaker speaker_1: Okay. Um, let me pull up your file. What's the last four of your social?

Speaker speaker_2: 6460.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Jonathan Kennel.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: The address is 6477 Orange Avenue, and date of birth is August 31st, 2002.

Speaker speaker_1: Phone number 562-362-7267?

Speaker speaker_2: Yeah.

Speaker speaker_1: And then email is just gonna be your first name, 12345678-

Speaker speaker_2: Yeah.

Speaker speaker_1: ...@outlook.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Are you wanting to enroll into the medical insurance?

Speaker speaker_2: Um, was it, was, it was just medical insurance?

Speaker speaker_1: Yes. There's a couple different medical plans-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to, um, enroll into. There's also things like, um, dental, vision, uh, short-term disability, term life, critical illness, group accident, behavioral health, diet experts, um, FreeRx and the FreeRx virtual primary care.

Speaker speaker_2: Oh, okay. Um, well, no, I think it's all right. I, I don't think I need that. I already have my own thing. I just, I just want... I kept get-

Speaker speaker_1: I'm sorry, the phone is breaking up. Um, you're not interested in the benefits?

Speaker speaker_2: Yeah, no, I was just... I just wanted to get some information on it.

Speaker speaker_1: Okay. All righty. Well, um-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... in the event that you do change your mind, I know it looks like you have until the 8th of January to get enrolled.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: You can call us back to enroll if you'd like. Otherwise, there's nothing you need to do on your end if you're not interested.

Speaker speaker_2: Uh-huh. Okay. All right. Thank you. S- sorry to waste your time.

Speaker speaker_1: No worries. You have a wonderful day.

Speaker speaker_2: All right. You as well. Goodbye.