

Transcript: VICTORIA

Taylor-5206079026937856-6175738224099328

Full Transcript

Well, that's okay. Okay. Okay. Let me get that more and then- Hi, um, good afternoon. I had a question for you. I had a question for you. So, we're trying to get, um, one of our employees, his name is Jose Guzman. I need a group number for him because he wants to use a clinic, um, but he wants to know what the group number is. And for some reason, on his file it won't come out. Does he u- does he not have his ID card? No, he never received one so, um, he tried to log into the portal. He was able to log in but it doesn't have any access. He's doing it through his phone, so he doesn't, um... You know how usually you can request it? 'Cause I set up some stuff for some of the other, um, employees, but it does, for him, for some reason it doesn't let me download anything. So he just wants to use the clinic, but he wants to know if it's covered under that clinic, so he wants his group number, or member ID. Is he, is he nearby that I can speak with him? Yeah. Of course. He's right here. Um, do you want me to... It says, um... Do you speak English, Ryan, a little bit? Yeah. Okay. Yeah. Just let her know that you're Jose Guzman. Hi. Hi. What's the name of your, uh, staffing agency? Uh, Personal, uh, Partners Personal. Okay. And the last four of your Social? Uh, 8047. All right. And, I'm sorry, your first and last name again? Jose Guzman. Okay. Uh, do you mind verifying your address and date of birth? In, uh, 6531 Redford Drive, Riverside, California, 92792-504. Um, it is, uh, January 15, '90. Okay. And then phone number, 530-2120? Yes. That's correct. Okay. And then email is gonna be D-Y-N as in Mary, uh, 2524 at Gmail? Correct. Okay. Give me just a few seconds. I'm actually gonna look up your ID cards and send those to your email. All right. Perfect. Thank you. You're welcome. I'll be right back. Okay. Okay. All right. ... sending them over. So, and um... Alrighty, thank you so much for holding. So I just sent those ID cards to your email. Um- Yeah. Now I see a group number listed on the ID cards, so I'm just gonna go ahead and give that to you, in case you still need it. Okay. Um, so the group number is 70087. Okay. And... And my ID number? Um, it's gonna be labeled as a policy number on here, and it's 02564961. Yeah. Thank you. You're welcome. Do you guys need help with anything else? No, that's all. Thank you. No, thank you so much. Have a good day. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Well, that's okay.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Let me get that more and then-

Speaker speaker_1: Hi, um, good afternoon. I had a question for you. I had a question for you. So, we're trying to get, um, one of our employees, his name is Jose Guzman. I need a group number for him because he wants to use a clinic, um, but he wants to know what the group number is. And for some reason, on his file it won't come out.

Speaker speaker_2: Does he u- does he not have his ID card?

Speaker speaker_1: No, he never received one so, um, he tried to log into the portal. He was able to log in but it doesn't have any access. He's doing it through his phone, so he doesn't, um... You know how usually you can request it? 'Cause I set up some stuff for some of the other, um, employees, but it does, for him, for some reason it doesn't let me download anything. So he just wants to use the clinic, but he wants to know if it's covered under that clinic, so he wants his group number, or member ID.

Speaker speaker_2: Is he, is he nearby that I can speak with him?

Speaker speaker_1: Yeah. Of course. He's right here. Um, do you want me to... It says, um... Do you speak English, Ryan, a little bit?

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay. Yeah. Just let her know that you're Jose Guzman.

Speaker speaker_0: Hi.

Speaker speaker_2: Hi. What's the name of your, uh, staffing agency?

Speaker speaker_0: Uh, Personal, uh, Partners Personal.

Speaker speaker_2: Okay. And the last four of your Social?

Speaker speaker_0: Uh, 8047.

Speaker speaker_2: All right. And, I'm sorry, your first and last name again?

Speaker speaker_0: Jose Guzman.

Speaker speaker_2: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_0: In, uh, 6531 Redford Drive, Riverside, California, 92792-504. Um, it is, uh, January 15, '90.

Speaker speaker_2: Okay. And then phone number, 530-2120?

Speaker speaker_0: Yes. That's correct.

Speaker speaker_2: Okay. And then email is gonna be D-Y-N as in Mary, uh, 2524 at Gmail?

Speaker speaker_0: Correct.

Speaker speaker_2: Okay. Give me just a few seconds. I'm actually gonna look up your ID cards and send those to your email.

Speaker speaker_0: All right. Perfect. Thank you.

Speaker speaker_2: You're welcome. I'll be right back.

Speaker speaker_0: Okay. Okay. All right.

Speaker speaker_1: ... sending them over. So, and um...

Speaker speaker_2: Alrighty, thank you so much for holding. So I just sent those ID cards to your email. Um-

Speaker speaker_0: Yeah.

Speaker speaker_2: Now I see a group number listed on the ID cards, so I'm just gonna go ahead and give that to you, in case you still need it.

Speaker speaker_0: Okay.

Speaker speaker_2: Um, so the group number is 70087.

Speaker speaker_0: Okay.

Speaker speaker_1: And...

Speaker speaker_0: And my ID number?

Speaker speaker_1: Um, it's gonna be labeled as a policy number on here, and it's 02564961.

Speaker speaker_0: Yeah.

Speaker speaker_1: Thank you.

Speaker speaker_2: You're welcome. Do you guys need help with anything else?

Speaker speaker_0: No, that's all. Thank you.

Speaker speaker_1: No, thank you so much. Have a good day.

Speaker speaker_2: You're welcome. Bye-bye.