

## **Transcript: VICTORIA**

**Taylor-5237504722550784-5342360565137408**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Ben and... This is Victoria, how can I help you? Hi, my name is Inza Rajput. I got a three, four times messages from your company. Uh, you have 30 days from your first paycheck to enroll in benefits called BIC, so that's why I did call you. Okay. Uh, what's the name of the agency you work through? Partners Personnel. Partners Personnel? Yes. Okay. The last four of your Social? Social? Okay. Hi. Hi. Let me check. 8481. And I'm sorry, your first and last name again? Gohar Ali. Okay. Do you mind verifying your address and date of birth? Uh, 6055 Wildcat Drive. And that's in Annapolis, Indiana, 46203? Yes. Yes. Yes. What is your date of birth? October 4, 1997. Okay. Phone number is 765-86136. Yes. Yes. And then your email is just going to be your first name Aali04@gmail.com? Uh, Aali04@gmail.com. Yes. Okay. So this is for the medical insurance that's being offered through Partners Personnel. The text message is just letting you know that you are eligible to enroll. Um, they typically give you 30 days from the date of your first check to get enrolled. So it looks like you have until the 25th of December to do so. Yeah. Yeah, uh, me, I did work only two days in this company, uh, uh, from Partner Personnel, so I thought this, this is a message from about, uh, paycheck. Two days I didn't get a paycheck. I did work. After that, my job is finished. Okay. You'll have to reach out to Partners Personnel directly regarding pay. Okay. We just handle the benefits for them. Okay. Thank you. You're welcome. Bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Ben and... This is Victoria, how can I help you?

Speaker speaker\_2: Hi, my name is Inza Rajput. I got a three, four times messages from your company. Uh, you have 30 days from your first paycheck to enroll in benefits called BIC, so that's why I did call you.

Speaker speaker\_1: Okay. Uh, what's the name of the agency you work through?

Speaker speaker\_2: Partners Personnel.

Speaker speaker\_1: Partners Personnel?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. The last four of your Social?

Speaker speaker\_2: Social? Okay. Hi. Hi. Let me check. 8481.

Speaker speaker\_1: And I'm sorry, your first and last name again?

Speaker speaker\_2: Gohar Ali.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: Uh, 6055 Wildcat Drive.

Speaker speaker\_1: And that's in Annapolis, Indiana, 46203?

Speaker speaker\_2: Yes. Yes. Yes.

Speaker speaker\_1: What is your date of birth?

Speaker speaker\_2: October 4, 1997.

Speaker speaker\_1: Okay. Phone number is 765-86136.

Speaker speaker\_2: Yes. Yes.

Speaker speaker\_1: And then your email is just going to be your first name Aali04@gmail.com?

Speaker speaker\_2: Uh, Aali04@gmail.com. Yes.

Speaker speaker\_1: Okay. So this is for the medical insurance that's being offered through Partners Personnel. The text message is just letting you know that you are eligible to enroll. Um, they typically give you 30 days from the date of your first check to get enrolled. So it looks like you have until the 25th of December to do so.

Speaker speaker\_2: Yeah. Yeah, uh, me, I did work only two days in this company, uh, uh, from Partner Personnel, so I thought this, this is a message from about, uh, paycheck. Two days I didn't get a paycheck. I did work. After that, my job is finished.

Speaker speaker\_1: Okay. You'll have to reach out to Partners Personnel directly regarding pay.

Speaker speaker\_2: Okay.

Speaker speaker\_1: We just handle the benefits for them.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: You're welcome. Bye.

Speaker speaker\_2: Bye.