

Transcript: VICTORIA

Taylor-5468982949232640-5694903748706304

Full Transcript

Thank you. I'm gonna . How may I help you? Um, I had a missed call from this number. Okay. Do you work through, like, a staffing or a temp agency? I do. Okay. Um, so we administer, um, medical insurance if you work through staffing or temp agencies. Okay. Yeah, I work for Focus for the Tabaki, uh, Toyota plant in Athens. Gotcha. Um, did you receive, like, a call, like a... When you said a call, right? Yeah. I was on the line. So... Oh, okay. Did you see if they left a voicemail? Um, not that I know of. Okay. Uh- I, I just immediately called the number back. Gotcha. Let me pull up your file and see if there's anything on there. Um, what's the last four of your social? 3350. And your first and last name? Diane O'Connor. Okay, gotcha here. Do you mind verifying your address and date of birth? Uh, 102 South Orleans Street, Florence, Alabama, 356... 35630. Um, and you said my email address? Uh, your date of birth- Or my phone number? Oh, 11-19-95. Gotcha. And then phone number is 256-291-6757. Yes, ma'am. Then email is princess.di2024 at gmail? Yes, ma'am. Okay. Um, I don't see any notes on your file so you probably got like the automated call. Um- Oh. ... I know a couple other people got it, but it's just letting you know about the open enrollment which ends- Okay. ... on the 14th, so next Friday. Okay. Um, if you're interested in getting enrolled into any of the benefits, you have until then to do so. Okay. Well, I, I'm, I'm not quite... I have health insurance right now. Um, so I, I'm, I'll, I'll pro- probably pass on that. Okay. No worries. Did you need help with anything else? No. I was just really calling to see who was calling me. So, um, I hope you have a good day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you. I'm gonna . How may I help you?

Speaker speaker_1: Um, I had a missed call from this number.

Speaker speaker_0: Okay. Do you work through, like, a staffing or a temp agency?

Speaker speaker_1: I do.

Speaker speaker_0: Okay. Um, so we administer, um, medical insurance if you work through staffing or temp agencies.

Speaker speaker_1: Okay. Yeah, I work for Focus for the Tabaki, uh, Toyota plant in Athens.

Speaker speaker_0: Gotcha. Um, did you receive, like, a call, like a... When you said a call, right?

Speaker speaker_1: Yeah. I was on the line. So...

Speaker speaker_0: Oh, okay. Did you see if they left a voicemail?

Speaker speaker_1: Um, not that I know of.

Speaker speaker_0: Okay. Uh-

Speaker speaker_1: I, I just immediately called the number back.

Speaker speaker_0: Gotcha. Let me pull up your file and see if there's anything on there. Um, what's the last four of your social?

Speaker speaker_1: 3350.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Diane O'Connor.

Speaker speaker_0: Okay, gotcha here. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 102 South Orleans Street, Florence, Alabama, 356... 35630. Um, and you said my email address?

Speaker speaker_0: Uh, your date of birth-

Speaker speaker_1: Or my phone number? Oh, 11-19-95.

Speaker speaker_0: Gotcha. And then phone number is 256-291-6757.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Then email is princess.di2024 at gmail?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, I don't see any notes on your file so you probably got like the automated call. Um-

Speaker speaker_1: Oh.

Speaker speaker_0: ... I know a couple other people got it, but it's just letting you know about the open enrollment which ends-

Speaker speaker_1: Okay.

Speaker speaker_0: ... on the 14th, so next Friday.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, if you're interested in getting enrolled into any of the benefits, you have until then to do so.

Speaker speaker_1: Okay. Well, I, I'm, I'm not quite... I have health insurance right now. Um, so I, I'm, I'll, I'll pro- probably pass on that.

Speaker speaker_0: Okay. No worries. Did you need help with anything else?

Speaker speaker_1: No. I was just really calling to see who was calling me. So, um, I hope you have a good day.

Speaker speaker_0: You too. Bye-bye.