

Transcript: VICTORIA

Taylor-5589434630455296-6262712428707840

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, I'm calling in regards to trying to see how, how I can go ahead and start signing up for my, these benefits. Okay. What's the name of the agency you work for? Um, um, Partners, Partners, um... Ah, I had a brain fart. Um, let me get my paper, my text out. Is it- Part- ... Partners Personnel? Yes. There you go. And the last four of your Social? It is 8739. Okay. And your first and last name? Robert Blasquez. Okay. Do you mind verifying your address and date of birth? Um, my address is 521 North Imperial Avenue in Valley, California, 92227. And my, what, uh, date of birth? Yes. Um, December 4th, 1980. All right, phone number 442-205-3731? Yes. That's myself. And then email is first and last name 04 at gmail? Yes, ma'am. Okay. So, it looks like you have until the 12th of March to get enrolled. Um, do you know what you're wanting to enroll into specifically? Um, to be honest, my sister was gonna go through the little packet that they gave me when I, um, did my interview. But I, I, it's, on the paper, it says you can do it online, and I tried getting into it but it wasn't allowing me to. So, it just mentioned the call. But I'm, I'm just, just, just trying to get the basic benefits, the, for myself. 'Cause, uh, I wasn't gonna h- have no dependents on, on there, just the basics for my, for me. Okay. Um, so, I mean, I can definitely enroll you over the phone. I would just need you to tell me specifically what plans you're wanting. I can't make any suggestions. Okay, so... Okay, okay. So, I, I, uh, then I'll have to go ahead and call back then. Okay. That's fine. 'Cause I'm going, I'm on my way to, to, um, my sister's house right now, 'cause I just got off work. Okay. So we can do this. And you have the- But- ... benefits guide already, or do you need me to email that to you? Can you e- email me it just in case, uh, unless they had more information than what was given to me? Yeah. I'll email you the information I have. I appreciate that. Yes, sir. And again, just to let you know, it looks like you have until the 12th of March, but really, whenever you know what you wanna enroll into, just call us back. Okay. I will do that. I'll have it highlighted and ready to go. All right. You have a wonderful night. All right. Thank you so much. Likewise. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yes, I'm calling in regards to trying to see how, how I can go ahead and start signing up for my, these benefits.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Um, um, Partners, Partners, um... Ah, I had a brain fart. Um, let me get my paper, my text out.

Speaker speaker_0: Is it-

Speaker speaker_1: Part-

Speaker speaker_0: ... Partners Personnel?

Speaker speaker_1: Yes. There you go.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: It is 8739.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Robert Blasquez.

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

Speaker speaker_1: Um, my address is 521 North Imperial Avenue in Valley, California, 92227. And my, what, uh, date of birth?

Speaker speaker_0: Yes.

Speaker speaker_1: Um, December 4th, 1980.

Speaker speaker_0: All right, phone number 442-205-3731?

Speaker speaker_1: Yes. That's myself.

Speaker speaker_0: And then email is first and last name 04 at gmail?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So, it looks like you have until the 12th of March to get enrolled. Um, do you know what you're wanting to enroll into specifically?

Speaker speaker_1: Um, to be honest, my sister was gonna go through the little packet that they gave me when I, um, did my interview. But I, I, it's, on the paper, it says you can do it online, and I tried getting into it but it wasn't allowing me to. So, it just mentioned the call. But I'm, I'm just, just, just trying to get the basic benefits, the, for myself. 'Cause, uh, I wasn't gonna h- have no dependents on, on there, just the basics for my, for me.

Speaker speaker_0: Okay. Um, so, I mean, I can definitely enroll you over the phone. I would just need you to tell me specifically what plans you're wanting. I can't make any suggestions.

Speaker speaker_1: Okay, so... Okay, okay. So, I, I, uh, then I'll have to go ahead and call back then.

Speaker speaker_0: Okay. That's fine.

Speaker speaker_1: 'Cause I'm going, I'm on my way to, to, um, my sister's house right now, 'cause I just got off work.

Speaker speaker_0: Okay.

Speaker speaker_1: So we can do this.

Speaker speaker_0: And you have the-

Speaker speaker_1: But-

Speaker speaker_0: ... benefits guide already, or do you need me to email that to you?

Speaker speaker_1: Can you e- email me it just in case, uh, unless they had more information than what was given to me?

Speaker speaker_0: Yeah. I'll email you the information I have.

Speaker speaker_1: I appreciate that.

Speaker speaker_0: Yes, sir. And again, just to let you know, it looks like you have until the 12th of March, but really, whenever you know what you wanna enroll into, just call us back.

Speaker speaker_1: Okay. I will do that. I'll have it highlighted and ready to go.

Speaker speaker_0: All right. You have a wonderful night.

Speaker speaker_1: All right. Thank you so much. Likewise.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.