

Transcript: VICTORIA

Taylor-5659105063911424-4885693123051520

Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? I'm sorry. Hi. I had received a letter in the mail from, um, Partners Personnel saying that I was paying for insurance since May, um, and I didn't recall even signing up for insurance. So, I was just trying to see about that 'cause I wasn't aware that I even had it, if that's the case. Oh, okay. You said you got that from Partners Personnel? Mm-hmm. Is it a 10-95C form by chance? Um, I'm not sure. It's at home. I'm actually at work right now. I was just calling on my break to see if, um, if that was correct, if I did have insurance. It's saying that I've taken like 174 each month since May for it, so... Okay. I mean, I can pull up your file and see if you're en- enrolled into anything, but I know people that are not even enrolled are getting those forms. Um. Yeah, uh-huh. And the rate, the rate that shows on 15 is the lowest cost that you would've had to pay monthly if you had enrolled into coverage. So, it's not necessarily that is w- it's not saying necessarily that is what you paid. It's just showing that's what you would have paid if you had it. Um- Oh, okay. Yeah, I mean, but either way I can look up your file and see if you're currently enrolled into anything to be on the safe side. Yeah. Thank you. Uh, what would be your, the last four of your Social? 7259. Okay. And your first and last name? Ranisha Hall Siska. Okay. And do you mind verifying your address and date of birth? Uh, 116 Catholic Trace, Alpharetta, 30022. Um, what was the... Oh, 10-21-1997. And phone number is 678-914-069- 0639. Yeah. Email's gonna be ranisha.watkins@gmail.com. Watkins. Correct. Okay, yeah. I don't see that you're enrolled into anything. So, I don't need that, right? I could just, like, throw that paper away or... I wouldn't necessarily throw that away. Um, I mean, if you want, you can check with your employer or your tax representative to be on the safe side. Okay. All right. Thank you. You're welcome. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: I'm sorry. Hi. I had received a letter in the mail from, um, Partners Personnel saying that I was paying for insurance since May, um, and I didn't recall even signing up for insurance. So, I was just trying to see about that 'cause I wasn't aware that I even had it, if that's the case.

Speaker speaker_0: Oh, okay. You said you got that from Partners Personnel?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Is it a 10-95C form by chance?

Speaker speaker_1: Um, I'm not sure. It's at home. I'm actually at work right now. I was just calling on my break to see if, um, if that was correct, if I did have insurance. It's saying that I've taken like 174 each month since May for it, so...

Speaker speaker_0: Okay. I mean, I can pull up your file and see if you're en- enrolled into anything, but I know people that are not even enrolled are getting those forms. Um.

Speaker speaker_1: Yeah, uh-huh.

Speaker speaker_0: And the rate, the rate that shows on 15 is the lowest cost that you would've had to pay monthly if you had enrolled into coverage. So, it's not necessarily that is w- it's not saying necessarily that is what you paid. It's just showing that's what you would have paid if you had it. Um-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yeah, I mean, but either way I can look up your file and see if you're currently enrolled into anything to be on the safe side.

Speaker speaker_1: Yeah. Thank you.

Speaker speaker_0: Uh, what would be your, the last four of your Social?

Speaker speaker_1: 7259.

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

Speaker speaker_1: Ranisha Hall Siska.

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

Speaker speaker_1: Uh, 116 Catholic Trace, Alpharetta, 30022. Um, what was the... Oh, 10-21-1997.

Speaker speaker_0: And phone number is 678-914-069- 0639. Yeah. Email's gonna be ranisha.watkins@gmail.com.

Speaker speaker_1: Watkins. Correct.

Speaker speaker_0: Okay, yeah. I don't see that you're enrolled into anything.

Speaker speaker_1: So, I don't need that, right? I could just, like, throw that paper away or...

Speaker speaker_0: I wouldn't necessarily throw that away. Um, I mean, if you want, you can check with your employer or your tax representative to be on the safe side.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Bye.