

Transcript: VICTORIA

Taylor-5858947449274368-5179222519234560

Full Transcript

Thank you for calling benefits credit card. This is Victoria. How can I help you? Uh, um, I've got a text message from you guys about, uh, benefits. I get paid through X deposit so, but that... Like, um, I'm gonna call it in. This is for medical insurance, if you work through a staffing or temp agency. Oh, yeah, yeah. Uh, works over for Partners Personnel. They always say what it was about 'cause I just got a text from you guys. Okay. Are you a new hire with them? Yes, I'm a new hire. Gotcha. I just got my first check last Thursday. So, it's just letting you know that you are eligible for the, um, the medical insurance being offered. Um, they typically give you 30 days from the date of your first check to get enrolled into the, uh, medical insurance. So, how do I go about doing that? Ah, yeah. Do you have any information about what's being offered or know what you want to enroll into? Oh, no. I just got a text saying, "Welcome to Partners Personnel. You have 30 days from your first paycheck to enroll in the benefits. Please, to call in." So I called in. Okay. Um, if you have a good email address, I can send you the benefits guide and it'll go over like all the plans being offered, what they cover and how much they cost. And then... Okay. ... if you see anything from there that you want to enroll into, you just call us back and we can do it on, over the phone. Okay. Okay. It's J-C-R-O-S-S-3-3-1-6@Gmail.com. Okay. So that was J-C-R-O-F-S-3-3-1-6@Gmail? Yes, ma'am. Okay. I will send that information to you there. Thank you very much. You're welcome.

Conversation Format

Speaker speaker_0: Thank you for calling benefits credit card. This is Victoria. How can I help you?

Speaker speaker_1: Uh, um, I've got a text message from you guys about, uh, benefits. I get paid through X deposit so, but that... Like, um, I'm gonna call it in.

Speaker speaker_0: This is for medical insurance, if you work through a staffing or temp agency.

Speaker speaker_1: Oh, yeah, yeah. Uh, works over for Partners Personnel. They always say what it was about 'cause I just got a text from you guys.

Speaker speaker_0: Okay. Are you a new hire with them?

Speaker speaker_1: Yes, I'm a new hire.

Speaker speaker_0: Gotcha.

Speaker speaker_1: I just got my first check last Thursday.

Speaker speaker_0: So, it's just letting you know that you are eligible for the, um, the medical insurance being offered. Um, they typically give you 30 days from the date of your first check to get enrolled into the, uh, medical insurance.

Speaker speaker_1: So, how do I go about doing that?

Speaker speaker_0: Ah, yeah. Do you have any information about what's being offered or know what you want to enroll into?

Speaker speaker_1: Oh, no. I just got a text saying, "Welcome to Partners Personnel. You have 30 days from your first paycheck to enroll in the benefits. Please, to call in." So I called in.

Speaker speaker_0: Okay. Um, if you have a good email address, I can send you the benefits guide and it'll go over like all the plans being offered, what they cover and how much they cost. And then...

Speaker speaker_1: Okay.

Speaker speaker_0: ... if you see anything from there that you want to enroll into, you just call us back and we can do it on, over the phone.

Speaker speaker_1: Okay. Okay. It's J-C-R-O-S-S-3-3-1-6@Gmail.com.

Speaker speaker_0: Okay. So that was J-C-R-O-F-S-3-3-1-6@Gmail?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. I will send that information to you there.

Speaker speaker_1: Thank you very much.

Speaker speaker_0: You're welcome.