

Transcript: VICTORIA

Taylor-6123623159480320-5641017414434816

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hi, I'm Jennie Dorival. Um, the, um, Staffing Surge sent me a message. Um, they say I can call you. I don't know, I just call you. Okay. Uh, you said you're with Surge Staffing? Yeah. Okay. What's the last four of your Social? What? What, what, what, what'd you say? The last four digits of your Social Security number? My Security number? Yes, just the last four digits of your Social Security number. Oh, 2457. Okay. And what is your first and last name? My, um, last name, Dorival, D-O-R-I-V-A-L. And your first name? First name, Jennie. G- G-I-N-N... No, no, no. Wait. G-E-N-N-I-E. Okay. Is it J-E-N-N-I-E? Yes, ma'am. Okay. Do you mind verifying your address and date of birth? Uh, my address, Redwood Apartments. I'm sorry? My address, 314, um, Dale Avenue Northwest, Winter Haven, Florida, 33881. Okay. So I have your address as 1724 2nd Street Northwest, Winter Haven, Florida, 33881. Yes. Does that need to be updated? Yeah. Um, that one there, 06442003. Okay. Does your address need to be updated? Is that the correct address for you? Yeah, it's correct. Okay. Phone number 863-289-4521? Yes. And then your email is your last name, first name, 047@gmail.com? Yes. Okay. So this is for the medical insurance being offered through Surge Staffing. Yeah. They will automatically enroll you into one of the medical plans being offered unless you opt out beforehand. Okay. Are you wanting to decline the coverage? You say what? Are you wanting to decline the coverage? Decline the coverage? Yes. Do you want the medical insurance or not? No. You do not want the coverage? Of which one? Me say. No, no. Okay. So just to make sure I'm understanding, you do not want the medical insurance that they offer? Oh, I don't understand. Bye. Okay. So again, this is for medical insurance. Surge Staffing will automatically enroll you into one of the medical plans that we offer unless you opt out. Do you want the- Uh. ... medical insurance? Yes, I am, but, uh, I don't receive now. Okay. So you don't want the medical insurance right now? Yeah. Okay. I will go ahead and decline the coverage for you so you're not enrolled. Okay. Do you need help with anything else? Yes. What do you need help with? For the translate. I'm sorry? Translate, I mean, help for translate. I'm sorry, I'm not, I'm not understanding. What do you need help with? Yeah. Yeah, what? What, what do you need help with? Huh, I'm sorry, because I don't speak, um, very English. I just try to speak very low English. I don't speak more English. Okay. Well, do you need help with anything else? Hello? Hello? Can you hear? Hi, can you hear? Okay. I, I'm trying to understand what else you might need help with. Do you have other questions or concerns? No, I don't have questions. Okay. You have a good day. Thank you. Thank you. 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 Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Hi, I'm Jennie Dorival. Um, the, um, Staffing Surge sent me a message. Um, they say I can call you. I don't know, I just call you.

Speaker speaker_1: Okay. Uh, you said you're with Surge Staffing?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. What's the last four of your Social?

Speaker speaker_2: What? What, what, what, what'd you say?

Speaker speaker_1: The last four digits of your Social Security number?

Speaker speaker_2: My Security number?

Speaker speaker_1: Yes, just the last four digits of your Social Security number.

Speaker speaker_2: Oh, 2457.

Speaker speaker_1: Okay. And what is your first and last name?

Speaker speaker_2: My, um, last name, Dorival, D-O-R-I-V-A-L.

Speaker speaker_1: And your first name?

Speaker speaker_2: First name, Jennie. G- G-I-N-N... No, no, no. Wait. G-E-N-N-I-E.

Speaker speaker_1: Okay. Is it J-E-N-N-I-E?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, my address, Redwood Apartments.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: My address, 314, um, Dale Avenue Northwest, Winter Haven, Florida, 33881.

Speaker speaker_1: Okay. So I have your address as 1724 2nd Street Northwest, Winter Haven, Florida, 33881.

Speaker speaker_2: Yes.

Speaker speaker_1: Does that need to be updated?

Speaker speaker_2: Yeah. Um, that one there, 06442003.

Speaker speaker_1: Okay. Does your address need to be updated? Is that the correct address for you?

Speaker speaker_2: Yeah, it's correct.

Speaker speaker_1: Okay. Phone number 863-289-4521?

Speaker speaker_2: Yes.

Speaker speaker_1: And then your email is your last name, first name, 047@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So this is for the medical insurance being offered through Surge Staffing.

Speaker speaker_2: Yeah.

Speaker speaker_1: They will automatically enroll you into one of the medical plans being offered unless you opt out beforehand.

Speaker speaker_2: Okay.

Speaker speaker_1: Are you wanting to decline the coverage?

Speaker speaker_2: You say what?

Speaker speaker_1: Are you wanting to decline the coverage?

Speaker speaker_2: Decline the coverage?

Speaker speaker_1: Yes. Do you want the medical insurance or not?

Speaker speaker_2: No.

Speaker speaker_1: You do not want the coverage?

Speaker speaker_2: Of which one? Me say. No, no.

Speaker speaker_1: Okay. So just to make sure I'm understanding, you do not want the medical insurance that they offer?

Speaker speaker_2: Oh, I don't understand. Bye.

Speaker speaker_1: Okay. So again, this is for medical insurance. Surge Staffing will automatically enroll you into one of the medical plans that we offer unless you opt out. Do you want the-

Speaker speaker_2: Uh.

Speaker speaker_1: ... medical insurance?

Speaker speaker_2: Yes, I am, but, uh, I don't receive now.

Speaker speaker_1: Okay. So you don't want the medical insurance right now?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. I will go ahead and decline the coverage for you so you're not enrolled.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you need help with anything else?

Speaker speaker_2: Yes.

Speaker speaker_1: What do you need help with?

Speaker speaker_2: For the translate.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Translate, I mean, help for translate.

Speaker speaker_1: I'm sorry, I'm not, I'm not understanding. What do you need help with?

Speaker speaker_2: Yeah.

Speaker speaker_1: Yeah, what? What, what do you need help with?

Speaker speaker_2: Huh, I'm sorry, because I don't speak, um, very English. I just try to speak very low English. I don't speak more English.

Speaker speaker_1: Okay. Well, do you need help with anything else? Hello?

Speaker speaker_2: Hello? Can you hear? Hi, can you hear?

Speaker speaker_1: Okay. I, I'm trying to understand what else you might need help with. Do you have other questions or concerns?

Speaker speaker_2: No, I don't have questions.

Speaker speaker_1: Okay. You have a good day.

Speaker speaker_2: Thank you.

Speaker speaker_1: Thank you. Bye-bye.