

Transcript: VICTORIA

Taylor-6280975452422144-4683938638282752

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? Hey. How you doing? My name is Daniel Cornwell and I was calling about my benefits. Okay. What's the name of the agency you work for? It's G Staff. Okay. Is that the name of the staffing agency? Um... Let me get my... Yes, ma'am. Partners Personnel. Okay. What's the last four of your Social? 6441. And your first and last name? Daniel Cornwell. Okay. Do you mind verifying your address and date of birth? Yes, ma'am. 105 Barring Street, and my date of birth is August 20th, 2001. And then phone number 803-899-3450? Yes, ma'am. And then email is crazynoygaming, uh, 23@gmail.com? Yes, ma'am. Okay. And gaming is spelled G-A-M-I-N-G, correct? Yes, ma'am. Okay. For some reason we had an M in there. All right. Um, I don't see that you're currently enrolled into anything on my end. Are you wanting to get enrolled? Oh, I received a message and it told me to apply for benefits. You have 30 days from your first paycheck to enroll in benefits, and it said to call this number. Okay. Yeah. So, I was just saying you're not currently enrolled into any of the benefits. Are you wanting to get enrolled? Yes, ma'am. Okay. Uh, do you know what plans are being offered or what you might want specifically? I have no idea what plans, to be honest. Okay. So, what I will do is I will send you a copy of the benefits guide to your email so you can look over- Mm-hmm. ... the different options. Um, it'll go over, like, all the plans being offered, what they cover and how much they cost. And then once you make a decision from there, you can just call us back to enroll. All right. Thank you. You're welcome. Um, it looks like you have until the 25th of December to enroll. And then let me just make sure I have the correct email address. So I have crazy, uh, C-R-A-Z-Y-N-O-Y-G-A-M-I-N-G 23@gmail.com? Yes, ma'am. All right. I'll send you some more information there. Did you need help with anything else? No, ma'am. That's it. Alrighty. You have a wonderful day. You too. 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: Hey. How you doing? My name is Daniel Cornwell and I was calling about my benefits.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: It's G Staff.

Speaker speaker_1: Okay. Is that the name of the staffing agency?

Speaker speaker_2: Um... Let me get my... Yes, ma'am. Partners Personnel.

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

Speaker speaker_2: 6441.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Daniel Cornwell.

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

Speaker speaker_2: Yes, ma'am. 105 Barring Street, and my date of birth is August 20th, 2001.

Speaker speaker_1: And then phone number 803-899-3450?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is crazynoygaming, uh, 23@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And gaming is spelled G-A-M-I-N-G, correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. For some reason we had an M in there. All right. Um, I don't see that you're currently enrolled into anything on my end. Are you wanting to get enrolled?

Speaker speaker_2: Oh, I received a message and it told me to apply for benefits. You have 30 days from your first paycheck to enroll in benefits, and it said to call this number.

Speaker speaker_1: Okay. Yeah. So, I was just saying you're not currently enrolled into any of the benefits. Are you wanting to get enrolled?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Uh, do you know what plans are being offered or what you might want specifically?

Speaker speaker_2: I have no idea what plans, to be honest.

Speaker speaker_1: Okay. So, what I will do is I will send you a copy of the benefits guide to your email so you can look over-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... the different options. Um, it'll go over, like, all the plans being offered, what they cover and how much they cost. And then once you make a decision from there, you can just call us back to enroll.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: You're welcome. Um, it looks like you have until the 25th of December to enroll. And then let me just make sure I have the correct email address. So I have crazy, uh, C-R-A-Z-Y-N-O-Y-G-A-M-I-N-G 23@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. I'll send you some more information there. Did you need help with anything else?

Speaker speaker_2: No, ma'am. That's it.

Speaker speaker_1: Alrighty. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.