

Transcript: Estefania

Acevedo-4992434714492928-6270563462463488

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, there. Um, I know y'all are closing pretty soon. Uh, I just wanted to make this quick. Um, I talked to an assistant earlier about, uh, reading about the, uh, benefits and plans that I get and all that. I'm, uh, looking to enroll in benefits. Um, and he sent me a, uh, link for, uh, the, the things in an email. Mm-hmm. Yeah. He mentioned that- he mentioned that it was like 20-something pages long. Um, I... This may be a dumb question, but I'd just... I couldn't find it. How do you, how do you access... Like the PDF back? Um. Yeah. Oh, so let me get in your file first so that I know what staffing agency and which file to send to you. Um, what staffing agency do you work for? Uh, LuxView. Uh, is that the name of the staffing agency that you applied for? Oh. Uh, it's the... I'm sorry. I'm, I'm new at, at this stuff pretty s- uh. So, does that mean the, uh, onboarding? Yes. Do you know the name? Oh. Just the name. Yeah. Sorry. Uh, it's, uh, it's, uh... Oh, what is it? Partners Personnel. Okay. And then, what is the last four of your Social? 0635. Okay. For security purposes, can you verify your address and date of birth for me? Yes. My address is 107 Mannon Court, and my date of birth is September 21st, 2000. 540-419-3221's your phone number? Yes, ma'am. And then, I have willclappson@gmail.com? Yep. Okay. Did... Um, and then if you want, I can resend it to you. I was gonna tell you that if you want, I can go over the plans with you. Oh. Okay. Yeah. Oh, and then- And then... Yeah. Oh. And, uh, I, I just... I, I was looking at, through my email when the as- assistant earlier- Mm-hmm. ... uh, sent me it, and, uh, I just... Found it? So I looked at... Yeah. It was way at, at the bottom. Oh, okay. That's fine. That's okay. I sent another one either way, but, um, do you want me to go over the plans with you? I can go over them. Um, I don't know if I have time tonight. I gotta... I just got off work. Oh, okay. I gotta get going pretty soon. I'll, I'll have time... I know tomorrow's my last day to enroll. Last day, yeah. So, as long as you call, um, before we close, then you're welcome to enroll. We're open from 8:00 AM up until 8:00 PM Eastern Time. And yeah, it just li- looks like tomorrow is your last day. So, as long as you call while we're open, you can enroll. Okay. That's perfect. So, we're open from 8:00 AM up until 8:00 PM. Okay? Eastern Time. All right. I'll try to call around lunchtime. Okay, that's fine. All righty. Well, thank you so much. You're welcome. Have a nice day. Thank you. You, too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, there. Um, I know y'all are closing pretty soon. Uh, I just wanted to make this quick. Um, I talked to an assistant earlier about, uh, reading about the, uh, benefits and plans that I get and all that. I'm, uh, looking to enroll in benefits. Um, and he sent me a, uh, link for, uh, the, the things in an email.

Speaker speaker_0: Mm-hmm. Yeah.

Speaker speaker_1: He mentioned that- he mentioned that it was like 20-something pages long. Um, I... This may be a dumb question, but I'd just... I couldn't find it. How do you, how do you access...

Speaker speaker_0: Like the PDF back? Um.

Speaker speaker_1: Yeah.

Speaker speaker_0: Oh, so let me get in your file first so that I know what staffing agency and which file to send to you. Um, what staffing agency do you work for?

Speaker speaker_1: Uh, LuxView.

Speaker speaker_0: Uh, is that the name of the staffing agency that you applied for?

Speaker speaker_1: Oh. Uh, it's the... I'm sorry. I'm, I'm new at, at this stuff pretty s- uh. So, does that mean the, uh, onboarding?

Speaker speaker_0: Yes. Do you know the name?

Speaker speaker_1: Oh.

Speaker speaker_0: Just the name.

Speaker speaker_1: Yeah. Sorry. Uh, it's, uh, it's, uh... Oh, what is it? Partners Personnel.

Speaker speaker_0: Okay. And then, what is the last four of your Social?

Speaker speaker_1: 0635.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Yes. My address is 107 Mannon Court, and my date of birth is September 21st, 2000.

Speaker speaker_0: 540-419-3221's your phone number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then, I have willclappson@gmail.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. Did... Um, and then if you want, I can resend it to you. I was gonna tell you that if you want, I can go over the plans with you.

Speaker speaker_1: Oh. Okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: Oh, and then-

Speaker speaker_0: And then... Yeah.

Speaker speaker_1: Oh. And, uh, I, I just... I, I was looking at, through my email when the assistant earlier-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... uh, sent me it, and, uh, I just...

Speaker speaker_0: Found it?

Speaker speaker_1: So I looked at... Yeah. It was way at, at the bottom.

Speaker speaker_0: Oh, okay. That's fine.

Speaker speaker_1: That's okay.

Speaker speaker_0: I sent another one either way, but, um, do you want me to go over the plans with you? I can go over them.

Speaker speaker_1: Um, I don't know if I have time tonight. I gotta... I just got off work.

Speaker speaker_0: Oh, okay.

Speaker speaker_1: I gotta get going pretty soon. I'll, I'll have time... I know tomorrow's my last day to enroll.

Speaker speaker_0: Last day, yeah. So, as long as you call, um, before we close, then you're welcome to enroll. We're open from 8:00 AM up until 8:00 PM Eastern Time. And yeah, it just li- looks like tomorrow is your last day. So, as long as you call while we're open, you can enroll.

Speaker speaker_1: Okay. That's perfect.

Speaker speaker_0: So, we're open from 8:00 AM up until 8:00 PM. Okay? Eastern Time.

Speaker speaker_1: All right. I'll try to call around lunchtime.

Speaker speaker_0: Okay, that's fine.

Speaker speaker_1: All righty. Well, thank you so much.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: Thank you. You, too.