

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, my name is Stephanie. How can I assist you? Um, how you doing, Stephanie? My name is Shanika Polite. Um, I recently just received an email stating that... I mean, not an email, a text, stating that, um, I needed to enroll in some benefits. Okay. Um, are you interested in enrolling into healthcare benefits through your staffing agency? Yes, ma'am. Okay. What's the name of the agency and what are the last four of your Social? Uh, Partners Personnel, and the last four of my Social is 6907. Thank you, and for security purposes, could you please verify your full address as well as your date of birth? Ooh, I don't know what address I gave y'all. Um, the address is 1510 East 31st Street, 31404. And my date of birth is 05-27-1991. Okay, thank you. And then, what was that city and state? Uh, Savannah, Georgia. Sorry. Thank you. Is your phone number still the 912-856-3994? Yes, ma'am. Okay. And then, I have politeyourfirstname@gmail.com, so last name, first name@- Yes, ma'am. ...@gmail.com. Okay. Um, did you- Yes, ma'am. ... by any chance know already which one would enroll in two, or did you want me to go ahead and explain those plans to you? Uh, you can explain them for me, please. Okay. And if you also wish, I can send you the benefit guide that has all the plans and their prices, um, to that email on file so that you could get a visual about what I'm talking about. Okay, thank you. You're welcome. Um, I went ahead and sent it. Do you mind verifying if you have received it? One second. Let's see. And if you don't see it right away, I would check your spam and your junk box. Okay, let me check spam. Hm. Okay, I received it. Okay. So, once you open that, if you could let me know. Okay, so Partners Personnel offers different plans...

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, my name is Stephanie. How can I assist you?

Speaker speaker_1: Um, how you doing, Stephanie? My name is Shanika Polite. Um, I recently just received an email stating that... I mean, not an email, a text, stating that, um, I needed to enroll in some benefits.

Speaker speaker_0: Okay. Um, are you interested in enrolling into healthcare benefits through your staffing agency?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. What's the name of the agency and what are the last four of your Social?

Speaker speaker_1: Uh, Partners Personnel, and the last four of my Social is 6907.

Speaker speaker_0: Thank you, and for security purposes, could you please verify your full address as well as your date of birth?

Speaker speaker_1: Ooh, I don't know what address I gave y'all. Um, the address is 1510 East 31st Street, 31404. And my date of birth is 05-27-1991.

Speaker speaker_0: Okay, thank you. And then, what was that city and state?

Speaker speaker_1: Uh, Savannah, Georgia. Sorry.

Speaker speaker_0: Thank you. Is your phone number still the 912-856-3994?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then, I have politeyourfirstname@gmail.com, so last name, first name@-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: ...@gmail.com. Okay. Um, did you-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: ... by any chance know already which one would enroll in two, or did you want me to go ahead and explain those plans to you?

Speaker speaker_1: Uh, you can explain them for me, please.

Speaker speaker_0: Okay. And if you also wish, I can send you the benefit guide that has all the plans and their prices, um, to that email on file so that you could get a visual about what I'm talking about.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. Um, I went ahead and sent it. Do you mind verifying if you have received it?

Speaker speaker_1: One second. Let's see.

Speaker speaker_0: And if you don't see it right away, I would check your spam and your junk box.

Speaker speaker_1: Okay, let me check spam. Hm. Okay, I received it.

Speaker speaker_0: Okay. So, once you open that, if you could let me know. Okay, so Partners Personnel offers different plans...