

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Well, um, I was hoping to check if my, uh, uh, ins- insurance is active. Um... Okay. Yeah, I can check for you. What staffing agency is this? Sorry, please. I'm sorry. Uh... Um, what staffing agency are you currently with? I'm with Partners Personal. Okay. Hello? And what is the last four of your Social? 5174. And, what was that first and last name again? Rodolfo Garcia. For security purposes, can you verify your address and date of birth? 22876 Adrian Avenue, Moreno Valley, California. And then my birthday is 08/15/2005. 951-421-6528 is your phone number? Yes. So, let me see. So for this week, you only have vision but starting next week is when your new plan go into effect. So, the dental plan that you out- ordered... Sorry. The dental plan that you signed up for and then the medical plan that you signed up for goes into effect next Monday. Next Monday? Yes, sir. So right now, for this week, it's only vision but starting Monday, you'll have the new plans available. Okay. All right, thank you. Sorry about that - You're welcome. ... thank you.

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: Well, um, I was hoping to check if my, uh, uh, ins- insurance is active. Um...

Speaker speaker_0: Okay. Yeah, I can check for you. What staffing agency is this?

Speaker speaker_1: Sorry, please. I'm sorry. Uh...

Speaker speaker_0: Um, what staffing agency are you currently with?

Speaker speaker_1: I'm with Partners Personal.

Speaker speaker_0: Okay.

Speaker speaker_1: Hello?

Speaker speaker_0: And what is the last four of your Social?

Speaker speaker_1: 5174.

Speaker speaker_0: And, what was that first and last name again?

Speaker speaker_1: Rodolfo Garcia.

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

Speaker speaker_1: 22876 Adrian Avenue, Moreno Valley, California. And then my birthday is 08/15/2005.

Speaker speaker_0: 951-421-6528 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: So, let me see. So for this week, you only have vision but starting next week is when your new plan go into effect. So, the dental plan that you out- ordered... Sorry. The dental plan that you signed up for and then the medical plan that you signed up for goes into effect next Monday.

Speaker speaker_1: Next Monday?

Speaker speaker_0: Yes, sir. So right now, for this week, it's only vision but starting Monday, you'll have the new plans available.

Speaker speaker_1: Okay. All right, thank you. Sorry about that -

Speaker speaker_0: You're welcome.

Speaker speaker_1: ... thank you.