

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. You are calling Benefits Center Card. My name is Stephanie. How can I assist you? Did somebody just call this number? I'm sorry? Did somebody just call this number? Um, I wouldn't be sure. Um, so we're the healthcare administrators for staffing agencies. If anybody called, it's most likely regarding your company open enrollment period or your personal open enrollment period. Um, are you currently working with a staffing agency? Yes. What's the name of the agency? MAU. Okay, give me one second. Oh, hi. I missed something. You just started working with them? No. I was with them. Okay. Give me one second. Um, are you currently with Benefits? No. Okay 'cause for me to know why they called you, I would have to get in your file. Um, what are the last four of your Social? 1307. I'm sorry, I'm having trouble hearing you. Could you repeat that? You sa... Hold on, hold on real quick. Mm-hmm. 1307. 1907? No, 13. Okay. 1307? Yes. What's your first and last name? Herrington. H-E-R-R-I-T-O-N. S-T-E-V-E. Um, for security purposes, I will need you to verify your address as well as your date of birth. 2231 Western Way, Atlanta, Georgia 30906. July 7th, um, July 9th '94. Okay. Is your phone number still 706-627-7071? Yes. Then I have bernard22222299@Yahoo.com? Yes. Okay. Give me one second while I review your file.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: You are calling Benefits Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Did somebody just call this number?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Did somebody just call this number?

Speaker speaker_1: Um, I wouldn't be sure. Um, so we're the healthcare administrators for staffing agencies. If anybody called, it's most likely regarding your company open enrollment period or your personal open enrollment period. Um, are you currently working with a staffing agency?

Speaker speaker_2: Yes.

Speaker speaker_1: What's the name of the agency?

Speaker speaker_2: MAU.

Speaker speaker_1: Okay, give me one second.

Speaker speaker_2: Oh, hi. I missed something.

Speaker speaker_1: You just started working with them?

Speaker speaker_2: No. I was with them.

Speaker speaker_1: Okay. Give me one second. Um, are you currently with Benefits?

Speaker speaker_2: No.

Speaker speaker_1: Okay 'cause for me to know why they called you, I would have to get in your file. Um, what are the last four of your Social?

Speaker speaker_2: 1307.

Speaker speaker_1: I'm sorry, I'm having trouble hearing you. Could you repeat that?

Speaker speaker_2: You sa... Hold on, hold on real quick.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: 1307.

Speaker speaker_1: 1907?

Speaker speaker_2: No, 13.

Speaker speaker_1: Okay. 1307?

Speaker speaker_2: Yes.

Speaker speaker_1: What's your first and last name?

Speaker speaker_2: Herrington. H-E-R-R-I-T-O-N. S-T-E-V-E.

Speaker speaker_1: Um, for security purposes, I will need you to verify your address as well as your date of birth.

Speaker speaker_2: 2231 Western Way, Atlanta, Georgia 30906. July 7th, um, July 9th '94.

Speaker speaker_1: Okay. Is your phone number still 706-627-7071?

Speaker speaker_2: Yes.

Speaker speaker_1: Then I have bernard22222299@Yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Give me one second while I review your file.