

Transcript: Estefania

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Full Transcript

Thank you for calling the ... Card. My name is Stephanie. How can I assist you? Hi, ma'am. Um, my name's Keith Ussery. I work for, um, a temporary service called Focus and about three weeks ago, I fill out in... papers for insurance and they've been taking it out of my check. Could you tell me if I still have insurance? Because Focus isn't in- Yeah, I can- Go ahead. Mm-hmm. Yeah. I can check real quick. Um, what... You said you're with Focus, right? Yeah. A temporary service. Of course. Yeah. I, I... They work for American Eagle, but at, uh, starting May the 3rd they're not gonna be with them no more, so I'm curious about my insurance. Please? Okay. Yeah. I can open your file. Um, what's the last four- Thank you. I'm sorry. What are the last four of your social? 7606. And then your first and last name, please? Keith. K-E-I-T-H. Ussery. U-S-S-E-R-Y. For security purposes, can you verify your address and date of birth for me? Yes, ma'am. 103 North Locust Street, Ottawa, Kansas. 66067. Um, birthdays is 12/17/1970s. 785-418-8593 is your phone number? That's my personal cell. Yes, ma'am. Okay. Let's see. So yeah, it looks like you don't have any coverage. Okay. Can you tell me if I ever had money taken out of my check and when did it stop or I ever, ever had it? No. You, you never had coverage. Okay. All right. You were never enrolled into anything, so... You never- Okay. But they gave me a pamphlet which... They gave me all pamphlet and everything, but maybe they didn't do it because they knew they weren't gonna be around much longer, so... All right. Well, thanks for your help, ma'am. You're welcome. I was gonna tell you that they don't participate in auto enrolling their new... their hires into anything, so if you don't call to enroll, you won't be enrolled into any coverage. Um- Well, I'm not working with them no more starting, uh, the third. I'm going back to American Eagle on eighth so I'm not worried about it, ma'am. I was just curious about insurance. Gotcha. Okay. Yeah, so you're good. All right. You have a great day. Thank you, ma'am. Thank you. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, ma'am. Um, my name's Keith Ussery. I work for, um, a temporary service called Focus and about three weeks ago, I fill out in... papers for insurance and they've been taking it out of my check. Could you tell me if I still have insurance? Because Focus isn't in-

Speaker speaker_0: Yeah, I can-

Speaker speaker_1: Go ahead.

Speaker speaker_0: Mm-hmm. Yeah. I can check real quick. Um, what... You said you're with Focus, right?

Speaker speaker_1: Yeah. A temporary service.

Speaker speaker_0: Of course.

Speaker speaker_1: Yeah. I, I... They work for American Eagle, but at, uh, starting May the 3rd they're not gonna be with them no more, so I'm curious about my insurance. Please?

Speaker speaker_0: Okay. Yeah. I can open your file. Um, what's the last four-

Speaker speaker_1: Thank you.

Speaker speaker_0: I'm sorry. What are the last four of your social?

Speaker speaker_1: 7606.

Speaker speaker_0: And then your first and last name, please?

Speaker speaker_1: Keith. K-E-I-T-H. Ussery. U-S-S-E-R-Y.

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

Speaker speaker_1: Yes, ma'am. 103 North Locust Street, Ottawa, Kansas. 66067. Um, birthdays is 12/17/1970s.

Speaker speaker_0: 785-418-8593 is your phone number?

Speaker speaker_1: That's my personal cell. Yes, ma'am.

Speaker speaker_0: Okay. Let's see. So yeah, it looks like you don't have any coverage.

Speaker speaker_1: Okay. Can you tell me if I ever had money taken out of my check and when did it stop or I ever, ever had it?

Speaker speaker_0: No. You, you never had coverage.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: You were never enrolled into anything, so... You never-

Speaker speaker_1: Okay. But they gave me a pamphlet which... They gave me all pamphlet and everything, but maybe they didn't do it because they knew they weren't gonna be around much longer, so... All right. Well, thanks for your help, ma'am.

Speaker speaker_0: You're welcome. I was gonna tell you that they don't participate in auto enrolling their new... their hires into anything, so if you don't call to enroll, you won't be enrolled into any coverage. Um-

Speaker speaker_1: Well, I'm not working with them no more starting, uh, the third. I'm going back to American Eagle on eighth so I'm not worried about it, ma'am. I was just curious about insurance.

Speaker speaker_0: Gotcha. Okay. Yeah, so you're good.

Speaker speaker_1: All right. You have a great day. Thank you, ma'am.

Speaker speaker_0: Thank you. You too.

Speaker speaker_1: Bye-bye.