

Transcript: Estefania

Acevedo-6460743901560832-5680657933844480

Full Transcript

Thank you for calling Benefits in a Card, my name is Stephanie, how can I assist you? Yes, hi. I tried to enroll in some benefits , and it says that, um, "Enrollment not allowed, please call this number." Okay. Yes, ma'am. What staff and agency are you currently working with? Creative Circle. And what are the last four of your Social? 2049. For security purposes, um, can I please get your first and last name? Mona Devestal. As well as your date of birth and address, please. June 23rd, 1966, and my address is 2208 Susan Place, in San Diego, California, 92105. Okay, thank you. Then I have 315-292-2259 as your phone number. Uh-huh. Info@condorbooks.net? Mm-hmm. Okay. All right, let's see. How long have you been working with me? Um, I had a break of, um, I think three weeks in between two assignments. Okay. So, so I'm... So this is the third assignment. Gotcha. Um, so it's currently saying that you're not eligible but, um, let me send a eligibility review so that the main office can review it to actually verify if you are eligible or not. And then they'll let me know, and once they let me know, I'll reach back out to you. If you don't answer, I'll leave you a voice message letting you know what they told me as well as a email. But I would have to- Okay. Okay. You... .. send that eligibility review, okay? Can you please make a note, um, in, for the review people that I was, uh, released from the first role at Creative Circle? And then I- Yeah. ... started a br- Sure. ... a brand new role, uh, three weeks later. So, they, they see. I'm not sure how they see that, but they see all of that. I believe they reach out- Oh, okay. Cool. ... to your client. Yes, ma'am. That's lovely. But due to those being, like, multiple hire dates, 'cause I do see multiple ones- Uh-huh. ... I can't add you at the moment. They do have- Gotcha. ... to review it and then they let me know. But it typically takes, like, 24 hours or probably less than that since you called earlier. But I usually like telling members m- max 24 hours. Um, and is that a good- Go ahead. ... phone number, the 315-292-2259? Yeah. All right. I'll be sending that email out. Okay, great. Thank you. You welcome. Have a nice day. You too. Bye. Bye.

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: Yes, hi. I tried to enroll in some benefits , and it says that, um, "Enrollment not allowed, please call this number."

Speaker speaker_0: Okay. Yes, ma'am. What staff and agency are you currently working with?

Speaker speaker_1: Creative Circle.

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

Speaker speaker_1: 2049.

Speaker speaker_0: For security purposes, um, can I please get your first and last name?

Speaker speaker_1: Mona Devestal.

Speaker speaker_0: As well as your date of birth and address, please.

Speaker speaker_1: June 23rd, 1966, and my address is 2208 Susan Place, in San Diego, California, 92105.

Speaker speaker_0: Okay, thank you. Then I have 315-292-2259 as your phone number.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Info@condorbooks.net?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. All right, let's see. How long have you been working with me?

Speaker speaker_1: Um, I had a break of, um, I think three weeks in between two assignments.

Speaker speaker_0: Okay. So, so I'm...

Speaker speaker_1: So this is the third assignment.

Speaker speaker_0: Gotcha. Um, so it's currently saying that you're not eligible but, um, let me send a eligibility review so that the main office can review it to actually verify if you are eligible or not. And then they'll let me know, and once they let me know, I'll reach back out to you. If you don't answer, I'll leave you a voice message letting you know what they told me as well as a email. But I would have to-

Speaker speaker_1: Okay. Okay. You...

Speaker speaker_0: ... send that eligibility review, okay?

Speaker speaker_1: Can you please make a note, um, in, for the review people that I was, uh, released from the first role at Creative Circle? And then I-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... started a br-

Speaker speaker_0: Sure.

Speaker speaker_1: ... a brand new role, uh, three weeks later.

Speaker speaker_0: So, they, they see. I'm not sure how they see that, but they see all of that. I believe they reach out-

Speaker speaker_1: Oh, okay. Cool.

Speaker speaker_0: ... to your client. Yes, ma'am.

Speaker speaker_1: That's lovely.

Speaker speaker_0: But due to those being, like, multiple hire dates, 'cause I do see multiple ones-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... I can't add you at the moment. They do have-

Speaker speaker_1: Gotcha.

Speaker speaker_0: ... to review it and then they let me know. But it typically takes, like, 24 hours or probably less than that since you called earlier. But I usually like telling members m-max 24 hours. Um, and is that a good-

Speaker speaker_1: Go ahead.

Speaker speaker_0: ... phone number, the 315-292-2259?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. I'll be sending that email out.

Speaker speaker_1: Okay, great. Thank you.

Speaker speaker_0: You welcome. Have a nice day.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye.