

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? Yes, I'm calling, I'm trying to see... Um, I used to work for Partner Personnel, and I'm trying to see that I enrolled in a f- uh, f- for medical, for my medical card. Okay. You want to see if you ever enrolled? Yes. Okay. Um, what are the last four numbers of your Social? 3962. And I do need your first and last name just to make sure I'm in the right file. Sure. Uh, Michael Hall. Okay. And for security purposes, Mr. Hall, can you verify your address as well as your date of birth? My address is 11015 South Butler Avenue, Apartment 303, Los Angeles, California, 94444. My birthday, June 4th, 1965. Okay, thank you. Um, is your phone number still 424-527-8553? Yeah. Or has it changed? Yeah. Okay. Mm-hmm. And then I have michaelhall0604@gmail.com? Mm-hmm. Okay. So it looks like you don't have active coverage. That's what I don't... Um, did I ever get it? Mm-hmm. Did I, did I, did I sign up for it? No, sir. So it looks like you used to have coverage but it ended on the 19 of May. Okay. W- what's, w-... Do you know the name of the company or the name of the card? So the benefits are through your, um, staffing agency, so it would have been through Partners Personnel. Um, it looks like- Uh-huh. ... you, you, you had coverage but it ended on the, the 19th and it went into- No, I mean the name of the... ... something called... Um- No, no, I mean, I know I had coverage, but I'm saying, what's the name of the card I had? So... Okay. So the... You had dental, term life, and vision. Those plans, the dental plan and then the term life, the carrier is American Public Life. Mm-hmm. And then for vision, it would be MetLife. Oh, I didn't have no... I didn't have health, I mean, medical? No, sir. Okay, that's... Okay, that's not y'all then. Okay. Okay. All right. Thank you. You're welcome. Have a nice day.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yes, I'm calling, I'm trying to see... Um, I used to work for Partner Personnel, and I'm trying to see that I enrolled in a f- uh, f- for medical, for my medical card.

Speaker speaker_1: Okay. You want to see if you ever enrolled?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, what are the last four numbers of your Social?

Speaker speaker_2: 3962.

Speaker speaker_1: And I do need your first and last name just to make sure I'm in the right file.

Speaker speaker_2: Sure. Uh, Michael Hall.

Speaker speaker_1: Okay. And for security purposes, Mr. Hall, can you verify your address as well as your date of birth?

Speaker speaker_2: My address is 11015 South Butler Avenue, Apartment 303, Los Angeles, California, 94444. My birthday, June 4th, 1965.

Speaker speaker_1: Okay, thank you. Um, is your phone number still 424-527-8553?

Speaker speaker_2: Yeah.

Speaker speaker_1: Or has it changed?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then I have michaelhall0604@gmail.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. So it looks like you don't have active coverage.

Speaker speaker_2: That's what I don't... Um, did I ever get it?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Did I, did I, did I sign up for it?

Speaker speaker_1: No, sir. So it looks like you used to have coverage but it ended on the 19 of May.

Speaker speaker_2: Okay. W- what's, w-... Do you know the name of the company or the name of the card?

Speaker speaker_1: So the benefits are through your, um, staffing agency, so it would have been through Partners Personnel. Um, it looks like-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... you, you, you had coverage but it ended on the, the 19th and it went into-

Speaker speaker_2: No, I mean the name of the...

Speaker speaker_1: ... something called... Um-

Speaker speaker_2: No, no, I mean, I know I had coverage, but I'm saying, what's the name of the card I had?

Speaker speaker_1: So... Okay. So the... You had dental, term life, and vision. Those plans, the dental plan and then the term life, the carrier is American Public Life.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then for vision, it would be MetLife.

Speaker speaker_2: Oh, I didn't have no... I didn't have health, I mean, medical?

Speaker speaker_1: No, sir.

Speaker speaker_2: Okay, that's... Okay, that's not y'all then. Okay. Okay. All right. Thank you.

Speaker speaker_1: You're welcome. Have a nice day.