

Transcript: Francesca

Baez-5624672809861120-5924047977136128

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit 10-0-4. My name is Francesca. How can I assist you today? Hi, um, good morning, Francesca. My name is Rogelio Campos. Um, do you need my employee ID number or my social? May I please know what you're calling in regards to first? Well, I'm trying to add my, uh, domestic partner for my benefits, so I can enroll in them. But whenever I select the domestic partner option, it says to call you guys. What staffing company do you work with? Um, the, O-Oxford. What are the last four of your Social? Three, three, zero, one. Let's see. For security purposes, can you please verify your mailing address and date of birth? March 14th, 1981. 282 Sun Rose Street, La Verne, California 91750. We have this phone number to reach you down as primary 909-542-9606 and secondary, the one you're calling on, ending in 2908. Actually, the, the first number. Mm-hmm. Uh, it should be 9608. I think you, you said 9606? No, I have it down as 9608 at the ending. Okay, sorry. Okay. Oh, yeah, tha- that's correct. Uh, the f... But the best number to reach me is the, the one I'm calling on, um, 2908. Do you want me to switch them? Yes, please. Okay. And then I have your email down as MorganDollar81@gmail.com. Yes. I believe the reason why it's not letting you add them to the policy online is because your staffing company requires a affidavit to be able to add domestic partners to it. Okay, that's fine. Um, how would I go about doing that? Contact the agency or...? Um, no. Bear with me one moment. I believe we're actually able to send it to you via email. So I'm placing a quick call. Be right back while I get that set up, okay? Sure. All right, please hold. All right. Thank you so much for holding, Mr. Campos. Yeah. I went ahead and sent you that email. It will be titled as, "Affidavit for Domestic Partner." Um, so once you have that filled out and you email it back to us, it should take 72 hours for us to reach back out to you with a response. Oh, yeah. I see it right here. Mm-hmm. And do I need to attach... In addition to completing the affidavit form, do I have to attach any other, uh, proof of documentation? To my understanding, no, sir. It would just have to be that filled out once completed and then have it by a, um, notarized and then submitted afterwards. Okay. Let's see. Okay, perfect. Yes, sir. 'Cause I'm looking at the form I sent you. It doesn't show any additional requirement. Okay. Okay, that's fine. Okay. I'll, I'll, I'll get that taken care of as soon as possible. All right. And we're open 8:00 AM to 3:00 PM Monday through Fridays Eastern Time. Right. Okay, thank you very much. Thank you. Hope you have a wonderful rest of your day, and thank you for your time today. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefit 10-0-4. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi, um, good morning, Francesca. My name is Rogelio Campos. Um, do you need my employee ID number or my social?

Speaker speaker_1: May I please know what you're calling in regards to first?

Speaker speaker_2: Well, I'm trying to add my, uh, domestic partner for my benefits, so I can enroll in them. But whenever I select the domestic partner option, it says to call you guys.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Um, the, O-Oxford.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: Three, three, zero, one.

Speaker speaker_1: Let's see. For security purposes, can you please verify your mailing address and date of birth?

Speaker speaker_2: March 14th, 1981. 282 Sun Rose Street, La Verne, California 91750.

Speaker speaker_1: We have this phone number to reach you down as primary 909-542-9606 and secondary, the one you're calling on, ending in 2908.

Speaker speaker_2: Actually, the, the first number.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Uh, it should be 9608. I think you, you said 9606?

Speaker speaker_1: No, I have it down as 9608 at the ending.

Speaker speaker_2: Okay, sorry. Okay. Oh, yeah, tha- that's correct. Uh, the f... But the best number to reach me is the, the one I'm calling on, um, 2908.

Speaker speaker_1: Do you want me to switch them?

Speaker speaker_2: Yes, please.

Speaker speaker_1: Okay. And then I have your email down as MorganDollar81@gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: I believe the reason why it's not letting you add them to the policy online is because your staffing company requires a affidavit to be able to add domestic partners to it.

Speaker speaker_2: Okay, that's fine. Um, how would I go about doing that? Contact the agency or...?

Speaker speaker_1: Um, no. Bear with me one moment. I believe we're actually able to send it to you via email. So I'm placing a quick call. Be right back while I get that set up, okay?

Speaker speaker_2: Sure.

Speaker speaker_1: All right, please hold.

Speaker speaker_2: All right.

Speaker speaker_1: Thank you so much for holding, Mr. Campos.

Speaker speaker_2: Yeah.

Speaker speaker_1: I went ahead and sent you that email. It will be titled as, "Affidavit for Domestic Partner." Um, so once you have that filled out and you email it back to us, it should take 72 hours for us to reach back out to you with a response.

Speaker speaker_2: Oh, yeah. I see it right here. Mm-hmm. And do I need to attach... In addition to completing the affidavit form, do I have to attach any other, uh, proof of documentation?

Speaker speaker_1: To my understanding, no, sir. It would just have to be that filled out once completed and then have it by a, um, notarized and then submitted afterwards.

Speaker speaker_2: Okay.

Speaker speaker_1: Let's see.

Speaker speaker_2: Okay, perfect.

Speaker speaker_1: Yes, sir. 'Cause I'm looking at the form I sent you. It doesn't show any additional requirement.

Speaker speaker_2: Okay. Okay, that's fine. Okay. I'll, I'll, I'll get that taken care of as soon as possible.

Speaker speaker_1: All right. And we're open 8:00 AM to 3:00 PM Monday through Fridays Eastern Time.

Speaker speaker_2: Right. Okay, thank you very much.

Speaker speaker_1: Thank you. Hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_2: Bye-bye.