

Transcript: Franchesca

Baez-6119197681598464-5206405764038656

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for joining Minnesota Hello? Yes, hello. Yes, this is, uh, Patricia Saulsberry. I was, uh, trying to, um, get enrolled in that, uh, my BIC, whatever. Yes, you're trying to enroll into the coverage that, that your staffing company offers. What staffing company do you work with? ATC. And what is your social? Uh, 7448. And let's see your last name, ma'am? Saulsberry.

S-A-U-L-S-B-E-R-R-Y. And for security purposes, please verify the mailing address that you have on file as well as your date of birth. 122 Railroad Street, Southwest, Lot 32, Milledgeville, Georgia. And my birthday is March 4, 1952. We have the best phone number to contact's 478-387-8742. The what now? We have the best phone number to reach you down as the same one that you're calling on, 478-387-8742. Yes. And we have your email down first and last name 18@gmail.com. Yes, patricia.saulsberry18@gmail.com. Yes, so it does show that you're currently enrolled into short-term disability and term life employee only. Did you wish to make changes to that policy? Now, which one you say? The short-term? Yes, ma'am. You showed to be active short-term disability and term life. Oh, okay. All right. No, I'm not going to change anything. I was just, uh, you know, they had sent me a message and so I just being sure everything was going all right. Okay. Was there anything else we can assist you with today? Um, now, uh, uh, when they say benefits and a card, now, uh- uh, I don't have a card. So benefits and a card is who you called on, us? Yes. Well, you don't get a card because your medical plans don't have a card. You have short term disability which doesn't have a card and term life is life insurance. Oh, okay then. All right. Yes, ma'am. All right. Well, that's all then. Well, thank you. No problem. My pleasure.

Conversation Format

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

Speaker speaker_1: Thank you for joining Minnesota

Speaker speaker_2: Hello?

Speaker speaker_1: Yes, hello.

Speaker speaker_2: Yes, this is, uh, Patricia Saulsberry. I was, uh, trying to, um, get enrolled in that, uh, my BIC, whatever.

Speaker speaker_1: Yes, you're trying to enroll into the coverage that, that your staffing company offers. What staffing company do you work with?

Speaker speaker_2: ATC.

Speaker speaker_1: And what is your social?

Speaker speaker_2: Uh, 7448.

Speaker speaker_1: And let's see your last name, ma'am?

Speaker speaker_2: Saulsberry. S-A-U-L-S-B-E-R-R-Y.

Speaker speaker_1: And for security purposes, please verify the mailing address that you have on file as well as your date of birth.

Speaker speaker_2: 122 Railroad Street, Southwest, Lot 32, Milledgeville, Georgia. And my birthday is March 4, 1952.

Speaker speaker_1: We have the best phone number to contact's 478-387-8742.

Speaker speaker_2: The what now?

Speaker speaker_1: We have the best phone number to reach you down as the same one that you're calling on, 478-387-8742.

Speaker speaker_2: Yes.

Speaker speaker_1: And we have your email down first and last name 18@gmail.com.

Speaker speaker_2: Yes, patricia.saulsberry18@gmail.com.

Speaker speaker_1: Yes, so it does show that you're currently enrolled into short-term disability and term life employee only. Did you wish to make changes to that policy?

Speaker speaker_2: Now, which one you say? The short-term?

Speaker speaker_1: Yes, ma'am. You showed to be active short-term disability and term life.

Speaker speaker_2: Oh, okay. All right. No, I'm not going to change anything. I was just, uh, you know, they had sent me a message and so I just being sure everything was going all right.

Speaker speaker_1: Okay. Was there anything else we can assist you with today?

Speaker speaker_2: Um, now, uh, uh, when they say benefits and a card, now, uh- uh, I don't have a card.

Speaker speaker_1: So benefits and a card is who you called on, us?

Speaker speaker_2: Yes.

Speaker speaker_1: Well, you don't get a card because your medical plans don't have a card. You have short term disability which doesn't have a card and term life is life insurance.

Speaker speaker_2: Oh, okay then. All right.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: All right. Well, that's all then. Well, thank you.

Speaker speaker_1: No problem. My pleasure.