

Transcript: Justin

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Full Transcript

Hi, this is Justin. How can I help you this afternoon? Hi, is this the, the insurance for, uh, Partners Personnel? Yeah, we're the benefit administrators for them. Um, I'm calling for, uh, the b- the benefits. Okay, so Partners Personnel. What's the last four of your Social? Uh, 6247. And your first and last name? Uh, Omar Aguirre. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Omar? Yeah. It's, uh, 3901 Salt River Lane, uh, 92571, Perris, California. And your date of birth? Uh, July 4th, 2000. And a good phone number to have is 951-483-1179. Yes. And the email have is omaraguirre840@yahoo? Yes. Okay. Um, here, when did you start with, um, Partners Personnel? Um, originally I started with them, uh, back in 2020, but I got hired on at a company called Harbor Freight. And then I stopped with that company and then I just got back into it, like, like, I think last year, around July, I think. Okay. Did you start a new assignment here lately? Yeah. Here at, at my job, I started last year. Okay. Um, because I'm not seeing a more recent hire date on you. So, what I actually have to do, I have to email my back office, have them do an eligibility review on you. Mm-hmm. Uh-huh. And then once I do receive word back from my back office, I can give you a call back letting you know their response. Okay. Okay. Um, but is that 951-483-1179 a good callback number for you? Yeah. The thing is that last time, when I called, um, they told me that they were going to call me back. But they never called me back and I was just, like waiting, waiting and, like, nothing ever happened. I couldn't get insurance or anything. You know, 'cause I have to go to, like, the dentist and stuff, you know, a doctor's... I totally understand. Um, so I'll be- Yeah. I'll definitely be sure to give you a call back. Um, for sure. All right. Um, but like I said, once I do receive word back from my back office, I will give you that callback. And if I'm unable to reach you, I will leave a voicemail. All right. Thank you so much. You're welcome. I appreciate it. Is there anything else I can assist you with today, Omar? Uh, that'll be it. That'll be it. Awesome. Awesome. Well, you have a wonderful day, okay? You too. Thank you so much. Bye-bye. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, this is Justin. How can I help you this afternoon?

Speaker speaker_1: Hi, is this the, the insurance for, uh, Partners Personnel?

Speaker speaker_0: Yeah, we're the benefit administrators for them.

Speaker speaker_1: Um, I'm calling for, uh, the b- the benefits.

Speaker speaker_0: Okay, so Partners Personnel. What's the last four of your Social?

Speaker speaker_1: Uh, 6247.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, Omar Aguirre.

Speaker speaker_0: Okay. And for security purposes, can you verify your home address, including city, state and zip code, Omar?

Speaker speaker_1: Yeah. It's, uh, 3901 Salt River Lane, uh, 92571, Perris, California.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Uh, July 4th, 2000.

Speaker speaker_0: And a good phone number to have is 951-483-1179.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email have is omaraguirre840@yahoo?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, here, when did you start with, um, Partners Personnel?

Speaker speaker_1: Um, originally I started with them, uh, back in 2020, but I got hired on at a company called Harbor Freight. And then I stopped with that company and then I just got back into it, like, like, I think last year, around July, I think.

Speaker speaker_0: Okay. Did you start a new assignment here lately?

Speaker speaker_1: Yeah. Here at, at my job, I started last year.

Speaker speaker_0: Okay. Um, because I'm not seeing a more recent hire date on you. So, what I actually have to do, I have to email my back office, have them do an eligibility review on you.

Speaker speaker_1: Mm-hmm. Uh-huh.

Speaker speaker_0: And then once I do receive word back from my back office, I can give you a call back letting you know their response.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, but is that 951-483-1179 a good callback number for you?

Speaker speaker_1: Yeah. The thing is that last time, when I called, um, they told me that they were going to call me back. But they never called me back and I was just, like waiting, waiting and, like, nothing ever happened. I couldn't get insurance or anything. You know, 'cause I have to go to, like, the dentist and stuff, you know, a doctor's...

Speaker speaker_0: I totally understand. Um, so I'll be-

Speaker speaker_1: Yeah.

Speaker speaker_0: I'll definitely be sure to give you a call back. Um, for sure.

Speaker speaker_1: All right.

Speaker speaker_0: Um, but like I said, once I do receive word back from my back office, I will give you that callback. And if I'm unable to reach you, I will leave a voicemail.

Speaker speaker_1: All right. Thank you so much.

Speaker speaker_0: You're welcome.

Speaker speaker_1: I appreciate it.

Speaker speaker_0: Is there anything else I can assist you with today, Omar?

Speaker speaker_1: Uh, that'll be it. That'll be it.

Speaker speaker_0: Awesome. Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You too. Thank you so much. Bye-bye.

Speaker speaker_0: You're welcome. Bye-bye.