

Transcript: Pamela

Blanc-4932199297531904-5216148175405056

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits in a car ... speaking. How may I assist you? Hello. Um, when would be the last day for me to be, uh, apply for those benefits, uh, for with Personal Partners? Um, I got the tax yesterday, and I think my 30 day after the first check is this week. I have you here with socials so I can pull up your file. 5350. First and last name? Adolfo Morales. Mr. Morales, for security reasons, and just to make sure that we are in the correct file, can you please verify the complete address and date of birth? Uh, 1345 Moku Avenue. The birthday, uh, is February 2nd, 1996. Um, we have a telephone number filed 630... mean, I'm sorry, 630-641-6217. Yes, ma'am. And your email is adolfo.morales94iCloud.com. Yes, ma'am. So you have until the 20th, 20th to enroll in next year. The 20th? Okay, uh, hold on. Uh, oh, so, I saw that my deadline will be the 20th of next week, right? Uh, yeah, next week. Okay. I just wanna make sure 'cause I'm, I didn't, I didn't wanna end up waiting one more day 'cause tomorrow and, the deadline would have been today. I just wanted to make sure. Um. But I'll probably call tomorrow then. Oh, sorry. Go ahead. No problem. No, I was gonna say your hire day with the company is different as they want to show earnest in our system. That's why you get some extra days. Okay. Okay. That's fine. Um, anything that I should need on, on hand, like any information of my, uh, IDs or any information so I can apply for that or will you guys send me a link so I can apply through online or would I have to call back and ... If you would like, I could send you a benefit guide to the email we have on file and there you will find that information if you want to apply online. Um, if you mind, if you don't mind, uh, could you send it to me so I can just take a good look at it and read, read over it and see, um... Sure. Um, the email will be coming- And I'll just call back. ... from info@benefitsinacar. Check your spam and junk mail. It might go there. Uh, so, I should check, uh, at the agency if they get the email so they can send it to me, or, um, how would that work? I mean, I could send it to you email. Oh, yeah. Yeah, yeah. Or the phone number or email or whichever one. Huh? Yeah, whichever one, uh, phone. You said an email? And ... That's the only way I can send it out. For sure, for sure. That's good, that's good. Okay. So the email's coming from info@benefitsinacar. Check your, check your junk mail. It might go there, and... Okay. You have until the 20th, like I said, to enroll. Yeah. You can do it online or you can do it giving us a call back. All right. Right. Anything else I can do for you, sir? Thank you very much. Yeah, that's, that's it. I just wanted to make sure. No problem. Thank you for giving us a call. Have a great rest of the day. You too. Thank you.

Conversation Format

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

Speaker speaker_1: ... benefits in a car ... speaking. How may I assist you?

Speaker speaker_2: Hello. Um, when would be the last day for me to be, uh, apply for those benefits, uh, for with Personal Partners? Um, I got the tax yesterday, and I think my 30 day after the first check is this week.

Speaker speaker_1: I have you here with socials so I can pull up your file.

Speaker speaker_2: 5350.

Speaker speaker_1: First and last name?

Speaker speaker_2: Adolfo Morales.

Speaker speaker_1: Mr. Morales, for security reasons, and just to make sure that we are in the correct file, can you please verify the complete address and date of birth?

Speaker speaker_2: Uh, 1345 Moku Avenue. The birthday, uh, is February 2nd, 1996.

Speaker speaker_1: Um, we have a telephone number filed 630... mean, I'm sorry, 630-641-6217.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And your email is adolfo.morales94 iCloud.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: So you have until the 20th, 20th to enroll in next year.

Speaker speaker_2: The 20th? Okay, uh, hold on. Uh, oh, so, I saw that my deadline will be the 20th of next week, right?

Speaker speaker_1: Uh, yeah, next week.

Speaker speaker_2: Okay. I just wanna make sure 'cause I'm, I didn't, I didn't wanna end up waiting one more day 'cause tomorrow and, the deadline would have been today. I just wanted to make sure.

Speaker speaker_1: Um.

Speaker speaker_2: But I'll probably call tomorrow then. Oh, sorry. Go ahead.

Speaker speaker_1: No problem. No, I was gonna say your hire day with the company is different as they want to show earnest in our system. That's why you get some extra days.

Speaker speaker_2: Okay. Okay. That's fine. Um, anything that I should need on, on hand, like any information of my, uh, IDs or any information so I can apply for that or will you guys send me a link so I can apply through online or would I have to call back and ...

Speaker speaker_1: If you would like, I could send you a benefit guide to the email we have on file and there you will find that information if you want to apply online.

Speaker speaker_2: Um, if you mind, if you don't mind, uh, could you send it to me so I can just take a good look at it and read, read over it and see, um...

Speaker speaker_1: Sure. Um, the email will be coming-

Speaker speaker_2: And I'll just call back.

Speaker speaker_1: ... from info@benefitsinacar. Check your spam and junk mail. It might go there.

Speaker speaker_2: Uh, so, I should check, uh, at the agency if they get the email so they can send it to me, or, um, how would that work?

Speaker speaker_1: I mean, I could send it to you email.

Speaker speaker_2: Oh, yeah. Yeah, yeah. Or the phone number or email or whichever one.

Speaker speaker_1: Huh?

Speaker speaker_2: Yeah, whichever one, uh, phone. You said an email? And ...

Speaker speaker_1: That's the only way I can send it out.

Speaker speaker_2: For sure, for sure. That's good, that's good.

Speaker speaker_1: Okay. So the email's coming from info@benefitsinacar. Check your, check your junk mail. It might go there, and...

Speaker speaker_2: Okay.

Speaker speaker_1: You have until the 20th, like I said, to enroll.

Speaker speaker_2: Yeah.

Speaker speaker_1: You can do it online or you can do it giving us a call back.

Speaker speaker_2: All right.

Speaker speaker_1: Right. Anything else I can do for you, sir?

Speaker speaker_2: Thank you very much. Yeah, that's, that's it. I just wanted to make sure.

Speaker speaker_1: No problem. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: You too. Thank you.