

Transcript: Pamela

Blanc-5414627075735552-4728652909559808

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Yeah? Hi, this is - Hello. ... can I help you? Hi, this is Sergio Tovar. Uh, I just got a text message right now to, uh, do my, uh... it's a, it's a called payroll or something like that? Hello? Yes? Okay, yeah. Uh, I was supposed to call. Okay. We are the administrator for health insurance. What happened? We are the administrator for health insurance. Okay. Yeah. It says, "Welcome to Partners Personal. You have 30 days from your first paycheck to enroll in benefits." So what do I do? Okay. So y- um, may I have the last four digits of your Social? Yeah. 0572. I could barely hear you, sir. It's still loud in the background though. Uh, 0572. 0572? Yeah. Your first and last name? Uh, Sergio Tovar. S-E-R-G-I-O T-O-V-A-R. This is the line for security reasons, just to make sure we are in the correct file. Can you please verify your complete address and date of birth? Yeah. 1-12692 Fletcher Drive, Garden Grove, California 92840. And my phone number is 657-445-5258 as well as 714-905-1448. All right. And what was the date of birth? Uh, January... Sorry, I did not hear you. Uh, there's like, there's a lot of wind, I guess when you asked? Yes. January 18th, 1993. We have a phone number. Um, sorry, we have a email, which is dc1800 206 email dot com. Yeah. That's it. Okay. And do you know what plan would you like to w- to work, I mean, to enroll? Uh, I know what plan it is. Which plan do I live for? What plan do I live for? Sorry. I'm so sorry, but I can't... I could barely hear you. Okay. One second. One second. One second. One second. Hi. Oh, shit. Hey. Can I call you back later? We're here from 8:00 AM to 8:00 PM Eastern time, Monday through Friday. Okay. I'll call back later. All right. Thank you. Thank you. I apologize.

Conversation Format

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

Speaker speaker_1: Yeah?

Speaker speaker_2: Hi, this is -

Speaker speaker_1: Hello.

Speaker speaker_2: ... can I help you?

Speaker speaker_1: Hi, this is Sergio Tovar. Uh, I just got a text message right now to, uh, do my, uh... it's a, it's a called payroll or something like that? Hello?

Speaker speaker_2: Yes?

Speaker speaker_1: Okay, yeah. Uh, I was supposed to call.

Speaker speaker_2: Okay. We are the administrator for health insurance.

Speaker speaker_1: What happened?

Speaker speaker_2: We are the administrator for health insurance.

Speaker speaker_1: Okay. Yeah. It says, "Welcome to Partners Personal. You have 30 days from your first paycheck to enroll in benefits." So what do I do?

Speaker speaker_2: Okay. So y- um, may I have the last four digits of your Social?

Speaker speaker_1: Yeah. 0572.

Speaker speaker_2: I could barely hear you, sir. It's still loud in the background though.

Speaker speaker_1: Uh, 0572.

Speaker speaker_2: 0572?

Speaker speaker_1: Yeah.

Speaker speaker_2: Your first and last name?

Speaker speaker_1: Uh, Sergio Tovar. S-E-R-G-I-O T-O-V-A-R.

Speaker speaker_2: This is the line for security reasons, just to make sure we are in the correct file. Can you please verify your complete address and date of birth?

Speaker speaker_1: Yeah. 1-12692 Fletcher Drive, Garden Grove, California 92840. And my phone number is 657-445-5258 as well as 714-905-1448.

Speaker speaker_2: All right. And what was the date of birth?

Speaker speaker_1: Uh, January...

Speaker speaker_2: Sorry, I did not hear you. Uh, there's like, there's a lot of wind, I guess when you asked?

Speaker speaker_1: Yes. January 18th, 1993.

Speaker speaker_2: We have a phone number. Um, sorry, we have a email, which is dc1800 206 email dot com.

Speaker speaker_1: Yeah. That's it.

Speaker speaker_2: Okay. And do you know what plan would you like to w- to work, I mean, to enroll?

Speaker speaker_1: Uh, I know what plan it is. Which plan do I live for? What plan do I live for?

Speaker speaker_2: Sorry. I'm so sorry, but I can't... I could barely hear you.

Speaker speaker_1: Okay. One second. One second. One second. One second. Hi. Oh, shit. Hey. Can I call you back later?

Speaker speaker_2: We're here from 8:00 AM to 8:00 PM Eastern time, Monday through Friday.

Speaker speaker_1: Okay. I'll call back later.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Thank you. I apologize.