

Transcript: Pamela

Blanc-6270352468951040-5523197877764096

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... Speaking, how may I help you? Hi, hi, this is Francisco Dominguez. I was calling because I didn't know if I was signed up for insurance, uh, here at my new job. Um, I don't know if I can still get it. And who do you work for? Excuse me? What's the name of the staffing agency you're working for? Uh, Computer Center. I need the staffing agency name. The what, bad? The name of the staffing agency. Oh, um, it's called, um, uh, Partners Personnel. And the last four digits of your social? 1788. 1988? 1788. And your, your name and... Last name? Francisca Dominguez. Ms. Dominguez, for security reasons just to make sure we are in the correct file, can you please verify the complete address and date of birth? 1545 McCoolle Avenue in Streamwood. And the city and the ZIP code? I just want to make sure I have it correct, um. Oh, uh, uh, in Streamwood, 60107. All right. And what was the date of birth? March 11, 1997. All right. Thank you. We have a telephone number on file, 630-998-4403 and your email is FDomiguez4114@yahoo.com. Yes. So, um, yeah, you're still en- enrolled in the benefits. Uh, your last day is going to be on Thursday. Do you know what plan would you like to enroll? Have you seen the benefit guide? Uh, no, from here, work, no. I thought, uh, 'cause I just started maybe like a month ago or something like that. Yeah. No, but I can ask them so they could show me. I wanted to make sure if I could still apply. Well, we'll, I could send you the benefit guide. You could go over it and like I say, you have until Thursday, which... Until eight o'clock Eastern Time. Oh, yeah, that would be great. Um, okay. So keep in mind that these insurance are not like, um, major insurance. They over- already have a set amount that they're going to pay. Anything above that amount is your responsibility. The amount that you're going to see under each plan on the benefit guide, that's the amount that the insurance pays for. Um... Mm-hmm. If you have any questions when you receive the ID, I mean, sorry, the benefit guide, give us a call and we'll be more than happy. You can look online or with us over the phone. Oh, okay. Thank you. Okay. So, uh, okay. So when you look up for the email, check your spam and junk mail. It might go there and it's coming from info@benefits ... Oh, okay. Thank you. All right. Thank you for giving us a call. Have a great rest of the day. You, too. Thanks. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits ... Speaking, how may I help you?

Speaker speaker_2: Hi, hi, this is Francisco Dominguez. I was calling because I didn't know if I was signed up for insurance, uh, here at my new job. Um, I don't know if I can still get it.

Speaker speaker_1: And who do you work for?

Speaker speaker_2: Excuse me?

Speaker speaker_1: What's the name of the staffing agency you're working for?

Speaker speaker_2: Uh, Computer Center.

Speaker speaker_1: I need the staffing agency name.

Speaker speaker_2: The what, bad?

Speaker speaker_1: The name of the staffing agency.

Speaker speaker_2: Oh, um, it's called, um, uh, Partners Personnel.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 1788.

Speaker speaker_1: 1988?

Speaker speaker_2: 1788.

Speaker speaker_1: And your, your name and... Last name?

Speaker speaker_2: Francisca Dominguez.

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

Speaker speaker_2: 1545 McCoole Avenue in Streamwood.

Speaker speaker_1: And the city and the ZIP code? I just want to make sure I have it correct, um.

Speaker speaker_2: Oh, uh, uh, in Streamwood, 60107.

Speaker speaker_1: All right. And what was the date of birth?

Speaker speaker_2: March 11, 1997.

Speaker speaker_1: All right. Thank you. We have a telephone number on file, 630-998-4403 and your email is FDominguez4114@yahoo.com.

Speaker speaker_2: Yes.

Speaker speaker_1: So, um, yeah, you're still en- enrolled in the benefits. Uh, your last day is going to be on Thursday. Do you know what plan would you like to enroll? Have you seen the benefit guide?

Speaker speaker_2: Uh, no, from here, work, no. I thought, uh, 'cause I just started maybe like a month ago or something like that.

Speaker speaker_1: Yeah.

Speaker speaker_2: No, but I can ask them so they could show me. I wanted to make sure if I could still apply.

Speaker speaker_1: Well, we'll, I could send you the benefit guide. You could go over it and like I say, you have until Thursday, which... Until eight o'clock Eastern Time.

Speaker speaker_2: Oh, yeah, that would be great.

Speaker speaker_1: Um, okay. So keep in mind that these insurance are not like, um, major insurance. They over- already have a set amount that they're going to pay. Anything above that amount is your responsibility. The amount that you're going to see under each plan on the benefit guide, that's the amount that the insurance pays for. Um...

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: If you have any questions when you receive the ID, I mean, sorry, the benefit guide, give us a call and we'll be more than happy. You can look online or with us over the phone.

Speaker speaker_2: Oh, okay. Thank you.

Speaker speaker_1: Okay. So, uh, okay. So when you look up for the email, check your spam and junk mail. It might go there and it's coming from info@benefits ... Oh, okay. Thank you. All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: You, too. Thanks. Bye.