

Transcript: Pearl

Rojas-6449202745262080-6559473950212096

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with? Hi. Hi, this is Ismael Martinez. I work with Partners Personnel. I wanted to know if I, um, if I am covered with the, um, health benefits. I guess you want to know if you're enrolled in benefits today? I'm sorry? So, you want to know if you're enrolled in benefits? Yes, please. Mm-hmm. Okay. And you said you were with Partners? Yes. And what are the last four digits of your Social? One second, please. You said last four on my Social, right? Yes. Three, zero, three, nine. I think there is... And how long have you been working with Partners Personnel? Um, I started in June. Could you repeat your name for me? Can you repeat your name for me? Oh, my name. Yeah, Ismael Asuncion Martinez. Hello? And you said the last four of your Social is zero, three, zero, nine? No, three, three, zero, three, nine. Give me one moment. And then? It's up to him. Oh, sorry. Okay. Okay. I work in the ... since September. Yes, no worries. Bear with me one moment. Okay, okay. Okay, and you said three, zero, three, nine? Oh, here you are. Yes. Mm-hmm. And can you verify your address and date of birth for me, please? My address, uh, is 2112 Randolph Avenue. . Wait, hold on. It's, um, 7139 Seville Avenue. I have Seville Avenue, but I have- Yeah. ... different numbers. Uh, it's 7139. Okay, can you verify your full Social and I can change the address for you? Yeah. Actually, I want to upgrade my address. Okay. The full of my Social is 80323 3039. All righty, and what's the new address? It's 2112 Randolph Avenue. And the city and state? The city is Huntington Park and the zip code's 90255. And the state? California. Okay, I have your phone number as 213-440-2205. Um, no, actually I have a new one. Okay, what's the phone number? Okay, give me one second. No, no, no. Okay, give me one second. I'm giving you my new phone number. No, my, my new phone number is 323-559-5817. Okay, and I have your email address, ismaelmartinez60@yahoo.com? That's correct. Okay, so at the moment you're not enrolled in any coverage. Oh, okay. When, when am I eligible for, for benefits? Um, company, open enrollment for your company is mid-October, so next October. Oh, okay. I'm sorry? . Um, if it's in October, uh, I have not received any information. Okay. Um, text messages went out in Octo- this past in October for open enrollment, and they also ha- um, should have, uh, said something at, from the com- from your staffing agency. Hola. Okay, so meaning I'm, I'm gonna be eligible until next, uh, October? Is that what you said? Yes. Yes. Oh, okay. Okay. Okay, gotcha. Well, thank you so much for your help. No problem. Thank you so much for calling. You have a great day. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with?

Speaker speaker_2: Hi. Hi, this is Ismael Martinez. I work with Partners Personnel. I wanted to know if I, um, if I am covered with the, um, health benefits.

Speaker speaker_1: I guess you want to know if you're enrolled in benefits today?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: So, you want to know if you're enrolled in benefits?

Speaker speaker_2: Yes, please. Mm-hmm.

Speaker speaker_1: Okay. And you said you were with Partners?

Speaker speaker_2: Yes.

Speaker speaker_1: And what are the last four digits of your Social?

Speaker speaker_2: One second, please. You said last four on my Social, right?

Speaker speaker_1: Yes.

Speaker speaker_2: Three, zero, three, nine.

Speaker speaker_1: I think there is... And how long have you been working with Partners Personnel?

Speaker speaker_2: Um, I started in June.

Speaker speaker_1: Could you repeat your name for me? Can you repeat your name for me?

Speaker speaker_2: Oh, my name. Yeah, Ismael Asuncion Martinez. Hello?

Speaker speaker_1: And you said the last four of your Social is zero, three, zero, nine?

Speaker speaker_2: No, three, three, zero, three, nine.

Speaker speaker_1: Give me one moment.

Speaker speaker_2: And then?

Speaker speaker_1: It's up to him.

Speaker speaker_2: Oh, sorry. Okay. Okay. I work in the ... since September.

Speaker speaker_1: Yes, no worries. Bear with me one moment.

Speaker speaker_2: Okay, okay.

Speaker speaker_1: Okay, and you said three, zero, three, nine? Oh, here you are.

Speaker speaker_2: Yes. Mm-hmm.

Speaker speaker_1: And can you verify your address and date of birth for me, please?

Speaker speaker_2: My address, uh, is 2112 Randolph Avenue. . Wait, hold on. It's, um, 7139 Seville Avenue.

Speaker speaker_1: I have Seville Avenue, but I have-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... different numbers.

Speaker speaker_2: Uh, it's 7139.

Speaker speaker_1: Okay, can you verify your full Social and I can change the address for you?

Speaker speaker_2: Yeah. Actually, I want to upgrade my address.

Speaker speaker_1: Okay.

Speaker speaker_2: The full of my Social is 80323 3039.

Speaker speaker_1: All righty, and what's the new address?

Speaker speaker_2: It's 2112 Randolph Avenue.

Speaker speaker_1: And the city and state?

Speaker speaker_2: The city is Huntington Park and the zip code's 90255.

Speaker speaker_1: And the state?

Speaker speaker_2: California.

Speaker speaker_1: Okay, I have your phone number as 213-440-2205.

Speaker speaker_2: Um, no, actually I have a new one.

Speaker speaker_1: Okay, what's the phone number?

Speaker speaker_2: Okay, give me one second. No, no, no. Okay, give me one second. I'm giving you my new phone number. No, my, my new phone number is 323-559-5817.

Speaker speaker_1: Okay, and I have your email address, ismaelmartinez60@yahoo.com?

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay, so at the moment you're not enrolled in any coverage.

Speaker speaker_2: Oh, okay. When, when am I eligible for, for benefits?

Speaker speaker_1: Um, company, open enrollment for your company is mid-October, so next October.

Speaker speaker_2: Oh, okay. I'm sorry?

Speaker speaker_3: .

Speaker speaker_2: Um, if it's in October, uh, I have not received any information.

Speaker speaker_1: Okay. Um, text messages went out in Octo- this past in October for open enrollment, and they also ha- um, should have, uh, said something at, from the com- from your staffing agency.

Speaker speaker_3: Hola.

Speaker speaker_2: Okay, so meaning I'm, I'm gonna be eligible until next, uh, October? Is that what you said?

Speaker speaker_1: Yes. Yes.

Speaker speaker_2: Oh, okay. Okay. Okay, gotcha. Well, thank you so much for your help.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: Thank you. Bye-bye.