

Transcript: VICTORIA

Taylor-4571296609288192-6075401538322432

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Yeah, hi, my name is Anthony Alcala. I work for Partners Personnel. I was calling to see if I could, uh, register for benefits. Okay. Uh, what's the last four of your Social? 1979. All right. Do you mind verifying, uh, your address and date of birth? 15120 Live Oak Street, Estrella, California 92345. And then my date of birth is 7/28/1997. And then phone number 442-417-9272? Yes, ma'am. And then email is gonna be, um, first and last name 97 at gmail.com? Yes, ma'am. Okay. Um, do you know what you're wanting to enroll into specifically? No. I just received a, a message saying that I was able to enroll, but I don't... I didn't know what kind of benefits you guys offer. That's why I was, that's why I was calling to, to see, like, what benefits you guys have available. So there's a couple different plans to choose from. Okay. Um, what I can do is I can send you a copy of the benefits guide to your email. It'll go over all the plans, what they cover and how much they cost. Okay. Um, and then once you make a decision from there, you can call us back to enroll. Okay. Yes, sir. So I will send that to your email and then just to let you know, it looks like you have until the 11th of December to enroll. Yes, ma'am. All righty. Uh, did you need help with anything else? No, ma'am. That was it. Thank you. I appreciate your time. Yes, sir. You have a wonderful day. You too. And Happy Thanksgiving. You as well. Thank you. Bye-bye. Bye-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 on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Yeah, hi, my name is Anthony Alcala. I work for Partners Personnel. I was calling to see if I could, uh, register for benefits.

Speaker speaker_1: Okay. Uh, what's the last four of your Social?

Speaker speaker_2: 1979.

Speaker speaker_1: All right. Do you mind verifying, uh, your address and date of birth?

Speaker speaker_2: 15120 Live Oak Street, Estrella, California 92345. And then my date of birth is 7/28/1997.

Speaker speaker_1: And then phone number 442-417-9272?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is gonna be, um, first and last name 97 at gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Um, do you know what you're wanting to enroll into specifically?

Speaker speaker_2: No. I just received a, a message saying that I was able to enroll, but I don't... I didn't know what kind of benefits you guys offer. That's why I was, that's why I was calling to, to see, like, what benefits you guys have available.

Speaker speaker_1: So there's a couple different plans to choose from.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, what I can do is I can send you a copy of the benefits guide to your email. It'll go over all the plans, what they cover and how much they cost.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, and then once you make a decision from there, you can call us back to enroll.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir. So I will send that to your email and then just to let you know, it looks like you have until the 11th of December to enroll.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty. Uh, did you need help with anything else?

Speaker speaker_2: No, ma'am. That was it. Thank you. I appreciate your time.

Speaker speaker_1: Yes, sir. You have a wonderful day.

Speaker speaker_2: You too. And Happy Thanksgiving.

Speaker speaker_1: You as well.

Speaker speaker_2: Thank you.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye-bye.