

Transcript: VICTORIA

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, is this Moline? Yes. Hey, I just spoke to you. I tried to send the benefits guide to your email but it didn't go through so I wanted to make sure I had the right email. Okay. Is your email G-U-E-R-R-I-E-R-M-O-L-I-N-E20@gmail.com? Yes. Okay, yeah. I sent it there and it didn't go through. Is there another email I can send it to? No. Okay. So, at this point I would just reach out to your employer and see if they can print out a copy of the benefits guide. Okay. Or I can go over the different plans with you if you'd like. Then my account. Would you like me to review the different medical plans being offered? I don't have medical plan. Yes, I understand that. Um, this is... Again, this is not... I'm not saying that you have medical insurance. I'm letting you know that insurance is being offered through Hospitality Staffing Solutions, the staffing agency you applied for. So if you'd like- Okay, I go to... I go to email, I go to see. I tried to send it to your email but it is not going to your email. It's saying that the email address is wrong. Would you like me to review the different plans with you? Email address is wrong? Yes. It, it's saying the email address is wrong. And what we have is G-U- Mm-hmm. So I have G-U-E-R-R-I-E-R- Uh-huh. ... M-O-L-I-N-E20@gmail.com. 22. So it should be 22 instead of 20? Yeah. No, 22. Okay. I will resend that to you there. Okay. All righty, thank you so much. You have a wonderful day. Thank you. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hey, is this Moline?

Speaker speaker_2: Yes.

Speaker speaker_1: Hey, I just spoke to you. I tried to send the benefits guide to your email but it didn't go through so I wanted to make sure I had the right email.

Speaker speaker_2: Okay.

Speaker speaker_1: Is your email G-U-E-R-R-I-E-R-M-O-L-I-N-E20@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, yeah. I sent it there and it didn't go through. Is there another email I can send it to?

Speaker speaker_2: No.

Speaker speaker_1: Okay. So, at this point I would just reach out to your employer and see if they can print out a copy of the benefits guide.

Speaker speaker_2: Okay.

Speaker speaker_1: Or I can go over the different plans with you if you'd like.

Speaker speaker_2: Then my account.

Speaker speaker_1: Would you like me to review the different medical plans being offered?

Speaker speaker_2: I don't have medical plan.

Speaker speaker_1: Yes, I understand that. Um, this is... Again, this is not... I'm not saying that you have medical insurance. I'm letting you know that insurance is being offered through Hospitality Staffing Solutions, the staffing agency you applied for. So if you'd like-

Speaker speaker_2: Okay, I go to... I go to email, I go to see.

Speaker speaker_1: I tried to send it to your email but it is not going to your email. It's saying that the email address is wrong. Would you like me to review the different plans with you?

Speaker speaker_2: Email address is wrong?

Speaker speaker_1: Yes. It, it's saying the email address is wrong. And what we have is G-U-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So I have G-U-E-R-R-I-E-R-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... M-O-L-I-N-E20@gmail.com.

Speaker speaker_2: 22.

Speaker speaker_1: So it should be 22 instead of 20?

Speaker speaker_2: Yeah. No, 22.

Speaker speaker_1: Okay. I will resend that to you there.

Speaker speaker_2: Okay.

Speaker speaker_1: All righty, thank you so much. You have a wonderful day.

Speaker speaker_2: Thank you. Thank you.

Speaker speaker_1: Bye-bye.