

## Transcript: VICTORIA

Taylor-5001244183150592-6732738421374976

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello. My name is Ma- Ma- Marie Florence Exius. I'm calling about Nooly. I'm working for Nooly. I'm sorry. What's the name of your agency? Nooly. Is that the name of the- I- ... staffing agency you work for? Yeah. Okay. And I'm sorry, what was it again? Nooly, like N-O-O-L-Y. Does it go by a different name? No, just the company. Oh, okay. I don't, I don't see that we work with a company by that name. Mm. Not? I mean, you, it's you was talking about my, my Social Security, but if you want I can give you now, uh, but the last four? Okay. I mean, I can try to look you up by that, but, uh, that doesn't seem like a, a staffing agency we work with. Oh, okay. And you're sure it doesn't go by a different name? Yeah, just does that name, Nooly, company we work, no? Okay, is that your name or is that the name of the company you work for? Nooly is the name, the company name. But my name is Ma- Marie Florence Exius. Okay. How do you spell your name? Like M-A-R-I-E and just make up something. M-A-R-I-E-N? No. M-A-R-I-E, like Mary. M-A-R-I-E? Yeah. Okay. And your last name again? E-X-I-U-S, Exius. Okay. Uh, what is the last four of your Social? 9046. And your date of birth? That will help. Like first October '89. Okay. And- N- And are, are you Marie? Yes. Okay. It looks like the, you're showing up under Focus Workforce Management. Is that the name of the agency you work through? Yeah, Focus. Okay. What is your, uh, mailing address? Sure, this is mailing. I just email you. Come on, I just email you. Per se. Conference for HR, gmail.com. How many things? Okay, I'm sorry. Am I speaking to Marie directly? Okay, hold on. Okay. Yeah. Uh, yeah, yeah, yeah. Okay. Like P-A... See, wait a minute, wait a minute. Hold on, please. I'm trying to see on my phone, because, you know, sometimes... Okay. Okay. I just need to know your mailing address- Yeah, I'm s- ... like your physical address. Yeah, I'm try- I'm trying, I'm trying to see on my phone. Oh, yeah. Like P... Like P-A-M-P-H-I-L-E M-A-R-I-E F-L-O-R-E-N-C-I-A@gmail.com. Okay, sir. Uh, I'm asking you for your physical mailing address, not your email. Oh, okay, okay. Sure. You guys are there completely telling me, uh, actually I will take on your line. Like 6921 Canyon Ave. And that's in Kansas City, Can- Yeah. ... uh, Kansas, 66216, correct? Yeah, 69221 Canyon Ave, Shawnee, Kansas City, like this. Okay. So we administer the, uh, medical insurance for Focus Workforce Management. What exactly did you need help with? Uh, not for help. I'm, I'm just call- calling back, back this number, because this number was calling me before. Okay. I just need more information about this, this number. Okay. So this is for the medical insurance being offered through your staffing agency. They are currently in an open enrollment, but the open enrollment will end the 14th of February. Okay. So if you're wanting to get enrolled into the, uh, medical insurance, you have until the 14th to do so. Okay. Good. But just that? Nothing more? Yeah, that's all it's about, is for the medical insurance. Mm, okay. Okay. I was thinking about another thing. I see now. Okay. Do you need help with anything else? No, I'm fine. Okay. Thank you. You have a

good day. Yeah, you too. Bye-bye. Mm-hmm. You know, why I don't see you? I see what you got going on, but I want to see more. Mm-hmm. That's all.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hello. My name is Ma- Ma- Marie Florence Exius. I'm calling about Nooly. I'm working for Nooly.

Speaker speaker\_0: I'm sorry. What's the name of your agency?

Speaker speaker\_1: Nooly.

Speaker speaker\_0: Is that the name of the-

Speaker speaker\_1: I-

Speaker speaker\_0: ... staffing agency you work for?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. And I'm sorry, what was it again?

Speaker speaker\_1: Nooly, like N-O-O-L-Y.

Speaker speaker\_0: Does it go by a different name?

Speaker speaker\_1: No, just the company.

Speaker speaker\_0: Oh, okay. I don't, I don't see that we work with a company by that name.

Speaker speaker\_1: Mm. Not? I mean, you, it's you was talking about my, my Social Security, but if you want I can give you now, uh, but the last four?

Speaker speaker\_0: Okay. I mean, I can try to look you up by that, but, uh, that doesn't seem like a, a staffing agency we work with.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: And you're sure it doesn't go by a different name?

Speaker speaker\_1: Yeah, just does that name, Nooly, company we work, no? Okay, is that your name or is that the name of the company you work for? Nooly is the name, the company name. But my name is Ma- Marie Florence Exius.

Speaker speaker\_2: Okay. How do you spell your name?

Speaker speaker\_1: Like M-A-R-I-E and just make up something.

Speaker speaker\_2: M-A-R-I-E-N?

Speaker speaker\_1: No. M-A-R-I-E, like Mary.

Speaker speaker\_2: M-A-R-I-E?

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Okay. And your last name again?

Speaker speaker\_1: E-X-I-U-S, Exius.

Speaker speaker\_2: Okay. Uh, what is the last four of your Social?

Speaker speaker\_1: 9046.

Speaker speaker\_2: And your date of birth?

Speaker speaker\_1: That will help. Like first October '89.

Speaker speaker\_2: Okay. And-

Speaker speaker\_1: N-

Speaker speaker\_2: And are, are you Marie?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. It looks like the, you're showing up under Focus Workforce Management. Is that the name of the agency you work through?

Speaker speaker\_1: Yeah, Focus.

Speaker speaker\_2: Okay. What is your, uh, mailing address?

Speaker speaker\_1: Sure, this is mailing. I just email you. Come on, I just email you. Per se. Conference for HR, gmail.com. How many things?

Speaker speaker\_2: Okay, I'm sorry. Am I speaking to Marie directly?

Speaker speaker\_1: Okay, hold on. Okay. Yeah. Uh, yeah, yeah, yeah. Okay. Like P-A... See, wait a minute, wait a minute. Hold on, please. I'm trying to see on my phone, because, you know, sometimes... Okay.

Speaker speaker\_2: Okay. I just need to know your mailing address-

Speaker speaker\_1: Yeah, I'm s-

Speaker speaker\_2: ... like your physical address.

Speaker speaker\_1: Yeah, I'm try- I'm trying, I'm trying to see on my phone. Oh, yeah. Like P... Like P-A-M-P-H-I-L-E M-A-R-I-E F-L-O-R-E-N-C-I-A@gmail.com.

Speaker speaker\_2: Okay, sir. Uh, I'm asking you for your physical mailing address, not your email.

Speaker speaker\_1: Oh, okay, okay. Sure. You guys are there completely telling me, uh, actually I will take on your line. Like 6921 Canyon Ave.

Speaker speaker\_2: And that's in Kansas City, Can-

Speaker speaker\_1: Yeah.

Speaker speaker\_2: ... uh, Kansas, 66216, correct?

Speaker speaker\_1: Yeah, 69221 Canyon Ave, Shawnee, Kansas City, like this.

Speaker speaker\_2: Okay. So we administer the, uh, medical insurance for Focus Workforce Management. What exactly did you need help with?

Speaker speaker\_1: Uh, not for help. I'm, I'm just call- calling back, back this number, because this number was calling me before.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I just need more information about this, this number.

Speaker speaker\_2: Okay. So this is for the medical insurance being offered through your staffing agency. They are currently in an open enrollment, but the open enrollment will end the 14th of February.

Speaker speaker\_1: Okay.

Speaker speaker\_2: So if you're wanting to get enrolled into the, uh, medical insurance, you have until the 14th to do so.

Speaker speaker\_1: Okay. Good. But just that? Nothing more?

Speaker speaker\_2: Yeah, that's all it's about, is for the medical insurance.

Speaker speaker\_1: Mm, okay. Okay. I was thinking about another thing. I see now.

Speaker speaker\_2: Okay. Do you need help with anything else?

Speaker speaker\_1: No, I'm fine.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: You have a good day.

Speaker speaker\_1: Yeah, you too.

Speaker speaker\_2: Bye-bye.

Speaker speaker\_1: Mm-hmm. You know, why I don't see you? I see what you got going on, but I want to see more.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: That's all.