

Transcript: VICTORIA

Taylor-5289568293142528-6513966631141376

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... on a card This is ... how can I help you? Hello. I just received a call from you guys and I, I answered it but I couldn't hear you guys really well. Okay. Um, do you happen to work for like a staffing or temp agency? Yeah. Actually, yeah. What's the name of the agency you work through? The... What is the call for? This is for medical insurance that they offer. The what? The medical insurance. Oh, it's for them? What, yeah, what is it for though? That's what I was wondering. Yeah, so again, we, we work for multiple staffing agencies. For me to see specifically why someone was reaching out to you, I'll need to pull up your file but this is just for the- Oh, okay. ... medical insurance being offered. So it will be Terra Staffing. Okay. What's the last four of your Social? 9251. And your first and last name? My first name is Steve. My last name is Trejo. It's spelt TREJO. Okay. Do you mind verifying your address and date of birth? Um, my address would be 40... Excuse me. Let's get my phone. I need to look at that. So... It's 44, 4416 South 3rd Avenue, Everett, Washington 98203. And if it's not that address, then it's, um, the 159 PO. Okay. It looks like I have 4116 South 3rd Avenue. Yeah, then it is that one. That's the most accurate address? Yeah, that's the most... It's 'cause I moved back to Everett and I was living in Stanwood at that point but I, I was unsure if you guys would have like, if you guys would have the, um, what's it called? The one from Stanwood and not the one from Everett now. But if you guys have the Everett one, that's perfect. Well, I have the 4116 South 3rd Avenue in Stanwood, Washington. Oh, in Stanwood? Oh, it's Everett. I think that's why. Yeah, it's kinda weird 'cause there's... That, that also pops up on my card too but it's, it's actually Everett. It's not Stanwood. That's the only difference. And if the zip code is 9820- What's the difference? It would be 98204 the zip code for me. Or 98203. My bad. 98203. And, I'm sorry, your date of birth? Uh, February 18th, 2002. Phone number is 425-525-9-9141? Yeah. 9141. And then email is, uh, first and last name 0777@gmail.com? Yes. Okay. So it looks like we sent a text message to you, um, about being- Yeah, I got- ... enrolled into the benefits. So that's what we were just calling, um, because we got your response that you sent back to us asking what the- Oh, to- ... message was about. So basically- Yeah. ... your employer is in open enrollment up until the 3rd of January which is this Friday. So if you're wanting to get- Yes. ... enrolled into the benefits, you have until this Friday to do so. So this Friday? And w- would that just be with the Terra Staffing or would it be with the actual, like, agency? Well, that is the agency, Verstell Terra Staffing. So it's just for the medical insurance being offered through the agency. Would I have to pay extra for that? Yeah. All of our plans, you do have to pay for. Oh, okay. Okay. And how much is it? Well, it just depends on the plan that you're interested in. If you like, I can email you a copy of the benefits guide that goes over like all the plans, what they cover and how much they cost. Oh, yes, please. That would be awes- uh, amazing, actually. Okay. Um, and then if you see anything that you're interested in, just make sure to

give us a call back before this Friday, either on or before the end of this week Friday. Um, we will be closed tomorrow and for New Year's Day. All right. Mm-hmm. Sounds good. I will, I will definitely send that email. Would it be like under a Terra Staffing or something like that? It's gonna be coming from info@benefitsonthecard.com. Oh, okay. Info you said? I'm sorry? You said info? Yeah, so info, I-N-F-O- Oh. ... @benefitsonthecard.com. All right. Sure. Sounds good. Thank you then. You're welcome. You have a wonderful day. Thank you too. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: ... on a card

Speaker speaker_2: This is ... how can I help you?

Speaker speaker_3: Hello. I just received a call from you guys and I, I answered it but I couldn't hear you guys really well.

Speaker speaker_2: Okay. Um, do you happen to work for like a staffing or temp agency?

Speaker speaker_3: Yeah. Actually, yeah.

Speaker speaker_2: What's the name of the agency you work through?

Speaker speaker_3: The... What is the call for?

Speaker speaker_2: This is for medical insurance that they offer.

Speaker speaker_3: The what?

Speaker speaker_2: The medical insurance.

Speaker speaker_3: Oh, it's for them? What, yeah, what is it for though? That's what I was wondering.

Speaker speaker_2: Yeah, so again, we, we work for multiple staffing agencies. For me to see specifically why someone was reaching out to you, I'll need to pull up your file but this is just for the-

Speaker speaker_3: Oh, okay.

Speaker speaker_2: ... medical insurance being offered.

Speaker speaker_3: So it will be Terra Staffing.

Speaker speaker_2: Okay. What's the last four of your Social?

Speaker speaker_3: 9251.

Speaker speaker_2: And your first and last name?

Speaker speaker_3: My first name is Steve. My last name is Trejo. It's spelt TREJO.

Speaker speaker_2: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_3: Um, my address would be 40... Excuse me. Let's get my phone. I need to look at that. So... It's 44, 4416 South 3rd Avenue, Everett, Washington 98203. And if it's not that address, then it's, um, the 159 PO.

Speaker speaker_2: Okay. It looks like I have 4116 South 3rd Avenue.

Speaker speaker_3: Yeah, then it is that one.

Speaker speaker_2: That's the most accurate address?

Speaker speaker_3: Yeah, that's the most... It's 'cause I moved back to Everett and I was living in Stanwood at that point but I, I was unsure if you guys would have like, if you guys would have the, um, what's it called? The one from Stanwood and not the one from Everett now. But if you guys have the Everett one, that's perfect.

Speaker speaker_2: Well, I have the 4116 South 3rd Avenue in Stanwood, Washington.

Speaker speaker_3: Oh, in Stanwood? Oh, it's Everett. I think that's why. Yeah, it's kinda weird 'cause there's... That, that also pops up on my card too but it's, it's actually Everett. It's not Stanwood. That's the only difference. And if the zip code is 9820-

Speaker speaker_2: What's the difference?

Speaker speaker_3: I- it would be 98204 the zip code for me. Or 98203. My bad. 98203.

Speaker speaker_2: And, I'm sorry, your date of birth?

Speaker speaker_3: Uh, February 18th, 2002.

Speaker speaker_2: Phone number is 425-525-9-9141?

Speaker speaker_3: Yeah. 9141.

Speaker speaker_2: And then email is, uh, first and last name 0777@gmail.com?

Speaker speaker_3: Yes.

Speaker speaker_2: Okay. So it looks like we sent a text message to you, um, about being-

Speaker speaker_3: Yeah, I got-

Speaker speaker_2: ... enrolled into the benefits. So that's what we were just calling, um, because we got your response that you sent back to us asking what the-

Speaker speaker_3: Oh, to-

Speaker speaker_2: ... message was about. So basically-

Speaker speaker_3: Yeah.

Speaker speaker_2: ... your employer is in open enrollment up until the 3rd of January which is this Friday. So if you're wanting to get-

Speaker speaker_3: Yes.

Speaker speaker_2: ... enrolled into the benefits, you have until this Friday to do so.

Speaker speaker_3: So this Friday? And w- would that just be with the Terra Staffing or would it be with the actual, like, agency?

Speaker speaker_2: Well, that is the agency, Verstell Terra Staffing. So it's just for the medical insurance being offered through the agency.

Speaker speaker_3: Would I have to pay extra for that?

Speaker speaker_2: Yeah. All of our plans, you do have to pay for.

Speaker speaker_3: Oh, okay. Okay. And how much is it?

Speaker speaker_2: Well, it just depends on the plan that you're interested in. If you like, I can email you a copy of the benefits guide that goes over like all the plans, what they cover and how much they cost.

Speaker speaker_3: Oh, yes, please. That would be awes- uh, amazing, actually.

Speaker speaker_2: Okay. Um, and then if you see anything that you're interested in, just make sure to give us a call back before this Friday, either on or before the end of this week Friday. Um, we will be closed tomorrow and for New Year's Day.

Speaker speaker_3: All right.

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: Sounds good. I will, I will definitely send that email. Would it be like under a Terra Staffing or something like that?

Speaker speaker_2: It's gonna be coming from info@benefitsonthecard.com.

Speaker speaker_3: Oh, okay. Info you said?

Speaker speaker_2: I'm sorry?

Speaker speaker_3: You said info?

Speaker speaker_2: Yeah, so info, I-N-F-O-

Speaker speaker_3: Oh.

Speaker speaker_2: ... @benefitsonthecard.com.

Speaker speaker_3: All right.

Speaker speaker_2: Sure.

Speaker speaker_3: Sounds good. Thank you then.

Speaker speaker_2: You're welcome. You have a wonderful day.

Speaker speaker_3: Thank you too. Bye-bye.

Speaker speaker_2: Bye-bye.