

Transcript: VICTORIA

Taylor-5418696713912320-6255286726115328

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you ... All in benefit. All right, this is Victoria. How can I help you? Uh, yes, I got a message from this number, uh, talking to me about enrolling for benefits for Partners Personnel. Okay. Um, do you know what's being offered or what you might be interested in? Uh, no, I don't. I don't know anything about any of that. Okay. Um, are you a new hire? What's that? Are you a new hire with them? I've been with them for like three weeks, going on a month now, almost. Okay. Uh, let me pull up your file. What's the last four of your Social? Uh, 6685. And your first and last name? Gabriel Fernandez. Okay. Do you mind verifying your address and date of birth? 1200 North 77th Street, Scottsdale, 85257. And my... And what? My date of birth? Mm-hmm. Yes, sir. 5-23-93. Phone number 480-803-8184? Yes. And then email's gonna be, uh, piratejacker23@gmail.com? Yes, ma'am. Okay. So, it looks like if you are interested enrolling, you have until the 27th of November to do so. Um... Oh, okay. What I can do is I can email you a copy of the benefits guide. It'll go over like all the plans they offer, what they cover and how much they cost. So if you see anything- Okay. ... there you can just call us back to enroll. Okay. Are you direct with Partners Personnel? Uh, we're not... Like I'm not there locally. We just administer their medical insurance. Oh, okay, okay, okay. Yeah, that'll be great. All right. Well, I will go ahead and send that to you. Um, was there anything else you might need help with? No, after y- you go over that, do I call you back, or do I get a hold of them, or what do I do? Yeah, like I said, if you see anything that you're interested in enrolling into, just call us back and we can get you enrolled over the phone. Okay, that's great. Thank you. You're welcome. You have a wonderful day. You too. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you ... All in benefit. All right, this is Victoria. How can I help you?

Speaker speaker_2: Uh, yes, I got a message from this number, uh, talking to me about enrolling for benefits for Partners Personnel.

Speaker speaker_1: Okay. Um, do you know what's being offered or what you might be interested in?

Speaker speaker_2: Uh, no, I don't. I don't know anything about any of that.

Speaker speaker_1: Okay. Um, are you a new hire?

Speaker speaker_2: What's that?

Speaker speaker_1: Are you a new hire with them?

Speaker speaker_2: I've been with them for like three weeks, going on a month now, almost.

Speaker speaker_1: Okay. Uh, let me pull up your file. What's the last four of your Social?

Speaker speaker_2: Uh, 6685.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Gabriel Fernandez.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: 1200 North 77th Street, Scottsdale, 85257. And my... And what? My date of birth?

Speaker speaker_1: Mm-hmm. Yes, sir.

Speaker speaker_2: 5-23-93.

Speaker speaker_1: Phone number 480-803-8184?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email's gonna be, uh, piratejacker23@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So, it looks like if you are interested enrolling, you have until the 27th of November to do so. Um...

Speaker speaker_2: Oh, okay.

Speaker speaker_1: What I can do is I can email you a copy of the benefits guide. It'll go over like all the plans they offer, what they cover and how much they cost. So if you see anything-

Speaker speaker_2: Okay.

Speaker speaker_1: ... there you can just call us back to enroll.

Speaker speaker_2: Okay. Are you direct with Partners Personnel?

Speaker speaker_1: Uh, we're not... Like I'm not there locally. We just administer their medical insurance.

Speaker speaker_2: Oh, okay, okay, okay. Yeah, that'll be great.

Speaker speaker_1: All right. Well, I will go ahead and send that to you. Um, was there anything else you might need help with?

Speaker speaker_2: No, after y- you go over that, do I call you back, or do I get a hold of them, or what do I do?

Speaker speaker_1: Yeah, like I said, if you see anything that you're interested in enrolling into, just call us back and we can get you enrolled over the phone.

Speaker speaker_2: Okay, that's great. Thank you.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye-bye.