

Transcript: VICTORIA

Taylor-5475754478845952-4514387118702592

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, hi, how are you? Hi, how are you? I'm calling... Very good, thank you. Um, I'm calling because I wanted to know throughout the time that I was, I was employed with you guys- No, um- ... um, the, um... I'm getting audited by IRS because of, um, I'm trying to... Because of health insurance. I'm sorry. My English is not so good, OK, I'm gonna try. Um, so I called the agency and they told me I, certain times, but they only gave me like the assignments that I had with them. They gave me this number to call with you guys and see, um, if you guys can, um, provide me with the dates that I was employed with you guys and the... if, um... when I had insurance. Okay, so we're just the benefits administrators. We wouldn't know the dates of you being employed with the staffing agency. They should have that information. The only information I would have is regarding the medical insurance you had with them. Yes, med- Uh-huh, yeah, that's what I need. Okay. American style. What's the name of the, um, the staffing agency? Partner's Personnel. Okay. And the last four of your Social? 628. And, uh, your first and last name. Denicia Espinola. How do you spell your first name? D as in David, E-N-I-C-I-A. I gotcha. And, um, do you mind verifying your address and date of birth? My... It's 10/11/74 and it's 11358 Large Foot Drive. That was my... I live... When I was employed with them. In Fontana, 92337. Gotcha. And then phone number is 626-416-71- Or, I'm sorry, 7414. That's changed. I have a new cell phone. That was my old cell phone number. Okay. Uh, is it the one you're calling from? Yes, the new one is the one I'm calling from. 951-605-3087. Okay. And then email is L-O-S-O-L-I-V-O-S- Got it. ...2018@icloud.com? 2018@... Yes, it's- Gotcha. ...losolivos2018@icloud.com. Okay, give me just a few seconds, if you will. I'm just looking at your file. Please, thank you. I appreciate it so much. Okay, I don't see that you have ever been enrolled into coverage with us. Hmm. Okay. Okay, I presume- You said it was a tag form we received? No. No, no, not that I need, because when I... When... In my W-2 they showed that I had insurance. But they're asking what month because I know it wasn't a full year. So they want to know the month that I was covered. Because in my W-2 they showed that I, I was covered. Yeah, no, you never had coverage with us. Okay, thank you so much. You're welcome. You have a good day. You too. Bye bye. Bye bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yes, hi, how are you?

Speaker speaker_0: Hi, how are you?

Speaker speaker_1: I'm calling... Very good, thank you. Um, I'm calling because I wanted to know throughout the time that I was, I was employed with you guys-

Speaker speaker_0: No, um-

Speaker speaker_1: ... um, the, um... I'm getting audited by IRS because of, um, I'm trying to... Because of health insurance. I'm sorry. My English is not so good, OK, I'm gonna try. Um, so I called the agency and they told me I, certain times, but they only gave me like the assignments that I had with them. They gave me this number to call with you guys and see, um, if you guys can, um, provide me with the dates that I was employed with you guys and the... if, um... when I had insurance.

Speaker speaker_0: Okay, so we're just the benefits administrators. We wouldn't know the dates of you being employed with the staffing agency. They should have that information. The only information I would have is regarding the medical insurance you had with them.

Speaker speaker_1: Yes, med- Uh-huh, yeah, that's what I need.

Speaker speaker_0: Okay.

Speaker speaker_1: American style.

Speaker speaker_0: What's the name of the, um, the staffing agency?

Speaker speaker_1: Partner's Personnel.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: 628.

Speaker speaker_0: And, uh, your first and last name.

Speaker speaker_1: Denicia Espinola.

Speaker speaker_0: How do you spell your first name?

Speaker speaker_1: D as in David, E-N-I-C-I-A.

Speaker speaker_0: I gotcha. And, um, do you mind verifying your address and date of birth?

Speaker speaker_1: My... It's 10/11/74 and it's 11358 Large Foot Drive. That was my... I live... When I was employed with them. In Fontana, 92337.

Speaker speaker_0: Gotcha. And then phone number is 626-416-71- Or, I'm sorry, 7414.

Speaker speaker_1: That's changed. I have a new cell phone. That was my old cell phone number.

Speaker speaker_0: Okay. Uh, is it the one you're calling from?

Speaker speaker_1: Yes, the new one is the one I'm calling from. 951-605-3087.

Speaker speaker_0: Okay. And then email is L-O-S-O-L-I-V-O-S- Got it. ...2018@icloud.com?

Speaker speaker_1: 2018@... Yes, it's-

Speaker speaker_0: Gotcha.

Speaker speaker_1: ...losolivos2018@icloud.com.

Speaker speaker_0: Okay, give me just a few seconds, if you will. I'm just looking at your file.

Speaker speaker_1: Please, thank you. I appreciate it so much.

Speaker speaker_0: Okay, I don't see that you have ever been enrolled into coverage with us.

Speaker speaker_1: Hmm. Okay. Okay, I presume-

Speaker speaker_0: You said it was a tag form we received?

Speaker speaker_1: No. No, no, not that I need, because when I... When... In my W-2 they showed that I had insurance. But they're asking what month because I know it wasn't a full year. So they want to know the month that I was covered. Because in my W-2 they showed that I, I was covered.

Speaker speaker_0: Yeah, no, you never had coverage with us.

Speaker speaker_1: Okay, thank you so much.

Speaker speaker_0: You're welcome. You have a good day.

Speaker speaker_1: You too. Bye bye.

Speaker speaker_0: Bye bye.