

Transcript: VICTORIA

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Victoria. How can I help you? Hey, Victoria. I'm calling for Mohamedou Sall. Okay. Is he nearby? Yes. Can I speak with him? Give me one second. How d'you m'appe- Hello. ... will you be able to help Mohamedou Sall? Hello. Yeah. Hi. How can I help you? No. Yeah, we wanted to see his benefits, so how much do you guys taken from it and he wanted to get the card. Okay. Um, Mohamed, what's the name of the, uh, agency you work for? Serge. 00:01:08 Freshway. Freshway, Serge. Okay. Uh, let... I need to get his permission to speak with you on his behalf. Moha- Mohamed, do you, uh, give us verbal permission to speak with the person on the line? Well, 00:01:25 Yeah, yeah, yeah. Okay. And what is his name? Mohamedou Sall. You want me to spell it out? No, I need him to give me the name of the person he wants to speak with on his behalf. He doesn't speak English. I'm just doing a translation for him. Okay. But I still need him to give me your name and give me verbal permission to speak with you. Okay. I'm- I'm, I'm a doctor. Okay. Authorization? Yes. He say yes. Okay, sir. What is your name? Amadou. How do you spell that? A-M-A-D-O. Okay. And what is the last four of Mohamed social? Uh, one, one minute, one minute. Okay. One minute. Uh, 89... Uh, 89... I don't know. 00-... 00- is double of. 08- 80... Uh-huh. 80... And 96. 0896. 096. Correct. 0896. And it's Serge that he's with? Yes. Yeah, I don't see him in the system. Has he received his first paycheck yet? Yeah, he had received his pay stub. Correct. Okay. So the last four is 0896? What? Hold on. Just gonna send it. Tell me now. Let me show. Right. Yes, his social is 0896. Okay. I'm not able to pull up file with that information. How do you spell his first name? M-O-H-A-M-E-D-O-U and last name is S-A-L-L. Okay. And would you be able to verify his address and date of birth? Uh, address 99-91 Buckeye Avenue, Sydney, Ohio, 45365. And his date of birth is... Okay. Okay. His date of birth's 10/04/1988. Phone number is 614-560-5726? Correct. And then his email is D-I-A-W-D-I-A-M@gmail.com? Correct. Okay. I don't see that he's enrolled into anything. It looks like he called on the 22nd of November and was opted out of the auto-enrollment. Okay. 00:04:56 You guys taking stuff from his pay stub or not yet? No, sir. He declined coverage so nothing has been taken out of his check. Oh, he 00:05:11 Hello? Hello? What the hell? Okay. Hello? Go on and speak. Go ahead, go ahead. Oh, okay. He said you could, you could do a deductible from his check. Okay. Well, we can't at this point. He's no longer eligible to enroll into benefits. He only had 30 days from the date of his first check to call in and get enrolled. Oh, 00:05:44 Oh, okay. That's fine. Okay. He said that's fine. Is there anything else you guys might need help with? Yeah, that's it. Thank you. Thank you. Bye-bye. Bye. 00:06:01

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hey, Victoria. I'm calling for Mohamedou Sall.

Speaker speaker_1: Okay. Is he nearby?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I speak with him?

Speaker speaker_2: Give me one second. How d'you m'appe-

Speaker speaker_1: Hello.

Speaker speaker_2: ... will you be able to help Mohamedou Sall?

Speaker speaker_3: Hello. Yeah.

Speaker speaker_1: Hi. How can I help you?

Speaker speaker_3: No.

Speaker speaker_2: Yeah, we wanted to see his benefits, so how much do you guys taken from it and he wanted to get the card.

Speaker speaker_1: Okay. Um, Mohamed, what's the name of the, uh, agency you work for?

Speaker speaker_2: Serge. 00:01:08

Speaker speaker_3: Freshway.

Speaker speaker_2: Freshway, Serge.

Speaker speaker_1: Okay. Uh, let... I need to get his permission to speak with you on his behalf. Moha- Mohamed, do you, uh, give us verbal permission to speak with the person on the line?

Speaker speaker_2: Well, 00:01:25

Speaker speaker_3: Yeah, yeah, yeah.

Speaker speaker_1: Okay. And what is his name?

Speaker speaker_2: Mohamedou Sall. You want me to spell it out?

Speaker speaker_1: No, I need him to give me the name of the person he wants to speak with on his behalf.

Speaker speaker_2: He doesn't speak English. I'm just doing a translation for him.

Speaker speaker_1: Okay. But I still need him to give me your name and give me verbal permission to speak with you.

Speaker speaker_2: Okay.

Speaker speaker_3: I'm- I'm, I'm a doctor.

Speaker speaker_2: Okay. Authorization?

Speaker speaker_3: Yes.

Speaker speaker_2: He say yes.

Speaker speaker_1: Okay, sir. What is your name?

Speaker speaker_2: Amadou.

Speaker speaker_1: How do you spell that?

Speaker speaker_2: A-M-A-D-O.

Speaker speaker_1: Okay. And what is the last four of Mohamed social?

Speaker speaker_3: Uh, one, one minute, one minute.

Speaker speaker_2: Okay.

Speaker speaker_3: One minute. Uh, 89...

Speaker speaker_2: Uh, 89...

Speaker speaker_3: I don't know. 00-... 00- is double of.

Speaker speaker_2: 08-

Speaker speaker_3: 80...

Speaker speaker_2: Uh-huh.

Speaker speaker_3: 80...

Speaker speaker_2: And 96.

Speaker speaker_1: 0896.

Speaker speaker_2: 096. Correct.

Speaker speaker_3: 0896.

Speaker speaker_1: And it's Serge that he's with?

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah, I don't see him in the system. Has he received his first paycheck yet?

Speaker speaker_2: Yeah, he had received his pay stub. Correct.

Speaker speaker_1: Okay. So the last four is 0896?

Speaker speaker_3: What?

Speaker speaker_2: Hold on. Just gonna send it.

Speaker speaker_3: Tell me now.

Speaker speaker_2: Let me show.

Speaker speaker_3: Right.

Speaker speaker_2: Yes, his social is 0896.

Speaker speaker_1: Okay. I'm not able to pull up file with that information. How do you spell his first name?

Speaker speaker_2: M-O-H-A-M-E-D-O-U and last name is S-A-L-L.

Speaker speaker_1: Okay. And would you be able to verify his address and date of birth?

Speaker speaker_2: Uh, address 99-91 Buckeye Avenue, Sydney, Ohio, 45365. And his date of birth is...

Speaker speaker_3: Okay.

Speaker speaker_2: Okay. His date of birth's 10/04/1988.

Speaker speaker_1: Phone number is 614-560-5726?

Speaker speaker_2: Correct.

Speaker speaker_1: And then his email is D-I-A-W-D-I-A-M@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. I don't see that he's enrolled into anything. It looks like he called on the 22nd of November and was opted out of the auto-enrollment.

Speaker speaker_2: Okay. 00:04:56 You guys taking stuff from his pay stub or not yet?

Speaker speaker_1: No, sir. He declined coverage so nothing has been taken out of his check.

Speaker speaker_2: Oh, he 00:05:11

Speaker speaker_3: Hello? Hello? What the hell?

Speaker speaker_2: Okay. Hello?

Speaker speaker_3: Go on and speak. Go ahead, go ahead.

Speaker speaker_2: Oh, okay. He said you could, you could do a deductible from his check.

Speaker speaker_1: Okay. Well, we can't at this point. He's no longer eligible to enroll into benefits. He only had 30 days from the date of his first check to call in and get enrolled.

Speaker speaker_2: Oh, 00:05:44

Speaker speaker_3: Oh, okay. That's fine. Okay.

Speaker speaker_2: He said that's fine.

Speaker speaker_1: Is there anything else you guys might need help with?

Speaker speaker_2: Yeah, that's it. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye. 00:06:01