

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card, this is how can I help you? Hey, how's it going? Um, I was calling because I wanted to see if, um... I was given this number from my employer. I didn't... don't know if I'm going to the right place but I was trying to get my benefits information. Okay. What's the name of the agency you work for? Uh, Partners Personnel. Gotcha. And the last four of your Social? 9778. And your first and last name? Dwayne Okay. Uh, do you mind verifying your address and date of birth? Um, I believe you guys got the 9902 Cobblestone Avenue, Bakers... I mean, yeah, Bakersville, California 93311. And you said my phone number? Your date of birth. 6-24-1996. And then, uh, phone number is 661-718-9368? Yes, ma'am. And then I have your email as anthony, your last name junior20@gmail.com. Yes. Okay. Um, I don't see that you're enrolled into anything with us. Okay, gotcha. Yeah, I was just trying to check in, uh, to see if I'm enrolled or I need to get enrolled, so I'll just reach back out to them then. Appreciate that. Yes, sir. Um, now I just wanna let you know, I don't see that Partners Personnel is in an open enrollment period, so you might have to wait for the next open enrollment period to get enrolled which typically it looks like they have that during October of every year. Oh, okay. That's good information. Thank you. You're welcome. Did you need help with anything else? No, ma'am. Thank you. All righty. You have a wonderful day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card, this is how can I help you?

Speaker speaker_1: Hey, how's it going? Um, I was calling because I wanted to see if, um... I was given this number from my employer. I didn't... don't know if I'm going to the right place but I was trying to get my benefits information.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Uh, Partners Personnel.

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

Speaker speaker_1: 9778.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Dwayne

Speaker speaker_2: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: Um, I believe you guys got the 9902 Cobblestone Avenue, Bakers... I mean, yeah, Bakersville, California 93311. And you said my phone number?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: 6-24-1996.

Speaker speaker_0: And then, uh, phone number is 661-718-9368?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then I have your email as anthony, your last name junior20@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, I don't see that you're enrolled into anything with us.

Speaker speaker_1: Okay, gotcha. Yeah, I was just trying to check in, uh, to see if I'm enrolled or I need to get enrolled, so I'll just reach back out to them then. Appreciate that.

Speaker speaker_0: Yes, sir. Um, now I just wanna let you know, I don't see that Partners Personnel is in an open enrollment period, so you might have to wait for the next open enrollment period to get enrolled which typically it looks like they have that during October of every year.

Speaker speaker_1: Oh, okay. That's good information. Thank you.

Speaker speaker_0: You're welcome. Did you need help with anything else?

Speaker speaker_1: No, ma'am. Thank you.

Speaker speaker_0: All righty. You have a wonderful day.