

## **Transcript: VICTORIA**

**Taylor-5765534853677056-5234890411130880**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello. How you doing? Um, I was calling today because, um, I received a, um, a mail stating that I'm receiving health insurance, um, through my job. Um, so I just wanted to see maybe if y- you guys could provide me or, information or the name of it, if I am. Okay. Uh, what's the name of the agency you work for? Uh, it's for Partner Personnel. And the last four of your Social? 1801. And then your first and last name? Um, Ramiro Placido. Okay. Do you mind verifying your address and date of birth? Of course. 11205 Birch Street, Apartment C, Lemoore, California, 90262. October 8, 1991. Okay. And then phone number 562-632-7022? Yes. That is the number. And then email is mister.yourlastname91 at gmail.com? Correct. Okay. And you said you received a... Was it a letter, or...? Yes. Through the mail. It says, uh, 1095-C from Department of Treasury Internal Revenue Service. That it says on there. And it just shows that, um, just for my job I guess I'm receiving. I just want to know if that's true or not. Uh, yeah, I don't see that you're enrolled into anything with us. Right. So, how well... How can I go about it? Like, or is there any way I could get that something started? What, like getting enrolled into benefits? Yes. Or like how I... 'Cause this is my first time so I really don't really know the game or how it goes, so I'm just trying to, um, just move forward. I'm just trying to see how can I... Or does it shows that I am? Yeah, like I said, you're not enrolled into anything. Um, now are you a rehire with Partners Personnel? No. Okay. I been with them... Yeah, I've been with them for quite a, like, almost about a year or so. Gotcha. The reason why I ask is 'cause I'm not seeing that you're eligible to even get enrolled at this time. Uh, Partners Personnel is not in a, uh, open enrollment period. Okay. I understand now. Okay. Okay. Well then, that's the only information. I was just calling about... I just wanted to, you know, know something about it, 'cause I was just curious. Okay. Yeah, I would definitely reach out to your employer about the, uh, 1095-C that you received. Okay. All righty. I will do just that. Thank you so much. Um- You're welcome. ... you have a wonderful blessed day. You too. Bye-bye. All right.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hello. How you doing? Um, I was calling today because, um, I received a, um, a mail stating that I'm receiving health insurance, um, through my job. Um, so I just wanted to see maybe if y- you guys could provide me or, information or the name of it, if I am.

Speaker speaker\_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_1: Uh, it's for Partner Personnel.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 1801.

Speaker speaker\_0: And then your first and last name?

Speaker speaker\_1: Um, Ramiro Placido.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Of course. 11205 Birch Street, Apartment C, Lemoore, California, 90262. October 8, 1991.

Speaker speaker\_0: Okay. And then phone number 562-632-7022?

Speaker speaker\_1: Yes. That is the number.

Speaker speaker\_0: And then email is mister.yourlastname91 at gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. And you said you received a... Was it a letter, or...?

Speaker speaker\_1: Yes. Through the mail. It says, uh, 1095-C from Department of Treasury Internal Revenue Service. That it says on there. And it just shows that, um, just for my job I guess I'm receiving. I just want to know if that's true or not.

Speaker speaker\_0: Uh, yeah, I don't see that you're enrolled into anything with us.

Speaker speaker\_1: Right. So, how well... How can I go about it? Like, or is there any way I could get that something started?

Speaker speaker\_0: What, like getting enrolled into benefits?

Speaker speaker\_1: Yes. Or like how I... 'Cause this is my first time so I really don't really know the game or how it goes, so I'm just trying to, um, just move forward. I'm just trying to see how can I... Or does it shows that I am?

Speaker speaker\_0: Yeah, like I said, you're not enrolled into anything. Um, now are you a rehire with Partners Personnel?

Speaker speaker\_1: No.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I been with them... Yeah, I've been with them for quite a, like, almost about a year or so.

Speaker speaker\_0: Gotcha. The reason why I ask is 'cause I'm not seeing that you're eligible to even get enrolled at this time. Uh, Partners Personnel is not in a, uh, open enrollment period.

Speaker speaker\_1: Okay. I understand now. Okay. Okay. Well then, that's the only information. I was just calling about... I just wanted to, you know, know something about it, 'cause I was just curious.

Speaker speaker\_0: Okay. Yeah, I would definitely reach out to your employer about the, uh, 1095-C that you received.

Speaker speaker\_1: Okay. All righty. I will do just that. Thank you so much. Um-

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: ... you have a wonderful blessed day.

Speaker speaker\_0: You too. Bye-bye.

Speaker speaker\_1: All right.