

Transcript: VICTORIA

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card This is Victoria. How can I help you? Hello, ma'am. How are you today? Good. How are you? I'm fine. My name is Island Saintville. I called about the Benefit Card. Which information would... which information I need, please, to apply for the, for the Benefit Card? Okay. What's the name of the agency you work with? Uh, Island Saintville ADETH. I'm sorry, what's the name of the staffing agency you're working through? Adeph. Ade- ADEPH. A-D-E-P-H. ADEPH. Adeph? Yes. Okay. What's the last four of your social? Uh, 3432. Okay. Um, have you received your first check from them yet? Yes, I received my first check. The, uh... My last, uh, Social Security is like 3422. 3422, all right? 3-4-2-2? Yes, ma'am. Yes. Okay. And your first and last name? O- um, my first name is Island Saintville and my last name is Saintvil. Okay. How do you spell your first name? My, my first name? Yes. How do you spell that? I-S-L-A-N-D-E... yeah. ... Yeah. Okay. Is it I-S-L-A-N-D-E? E- yes, ma'am. I-S-L-A-N-D-E. Okay. And last name is S-A-I-N-T-V-I-L? Yes, ma'am. Okay. Do you mind verifying your address and date of birth? Uh, my, my address now? Yes. Your mailing address and date of birth. All right. Uh, 50 Newport Boulevard , Paul Winston. Okay. It looks like I have a Georgia address on file for you. Yes. This is the Georgia address. Uh, the ZIP Code, the ZIP Code is 31407. You get it- Okay. ... ma'am? So, what should the address be? Uh, like my mail? My email? No, your, your physical address. What does the address need to be because I have it as South Duval Street in Claxton, Georgia 30417. Oh, yes, yes, I remember, ma'am. This is my, uh, this is my last address because I move now into, I move now in- in Paul Win- Right now, I am in Paul Win. Yes, I living in Claxton, but now I living no more in Claxton. Okay. So I'm asking what do you need me to update the address to? Like, what is your current address? My current address now is 50 N- N- Newport Boulevard, Paul Winston. Paul Winsworth. 50 Newport Boulevard, Paul Winston. Mm-hmm. 50 Newport Boulevard? Yes, ma'am. Okay. And what's the city, state and ZIP Code? The city, state is Paul Wi- Paul Winsworth. Paul Winsworth . And the ZIP Code is 31407. Okay. What's the state? The state is Georgia. Okay. Gotcha. And your date of birth? My what? Your date of birth. Oh, okay, my building. My building is, um, 4- 46-22-2002. So, 04/06/2002? Yes, ma'am. Phone number 912-418-7309. Oh, my, my phone number? Yes. "I have 912-418-7309." Is that correct? Yes, ma'am. It is. Okay. And then lastly your email is just your last name, first name, 725 at gmail? Yes, ma'am, it is. You got it. Good job. Um, okay. So what are you wanting to enroll into?... are, so I just want to know what, what is available, because I don't know yet nothing on the insurance or in the car benefit. I don't know yet, I don't know yet nothing about that. So if you have more information about this, you can tell me. I don't know yet nothing. So there's a few different plans to choose from. What I can do, is I can send, uh, a copy of the benefits guide to your email. Oh, yeah? This guide, uh, the guide will go over all

the plans being offered, what they cover and how much they cost. Okay. Uh... And then once you make a decision on what you want to enroll into, you can call us back from there. Okay, all right. Or I see in your text message you sent me the... The... The online, the site online, so I can go to the website to have more information about it? Yeah, I mean, you can do that, but I'm sending you a copy of the benefits guide to your email. All right. All right. All right. Yeah. Good, good... Okay. I will take my time to... To make sure I ha- I have all the information and I call you back. Okay. And then, just to let you know, it looks like the last day for the open enrollment will be on the 28th of February. Okay. So you have until then to get enrolled. Okay, 28th February? Yes. Okay... Okay. Alrighty. Do you need help with anything else? Yes, uh, ma'am, when I have something there, I'll... I call you back or I text you a text message. Okay, just... Just call us back, because we don't... W- We won't get that response from text message. Oh, all right. That's an automated text message, so once you know of what you want to enroll into, just give us a call back, and we can enroll you over the phone. Okay, ma'am, I got you. Alrighty. You have a wonderful day. Yes. Yes, you too ma'am, thank you. Thank you. Bye-bye. Bye. Oh, hello, are you still there? Yeah. Okay, I just got a notice that the email didn't go through. All right. Let me... Let me... Let me check it. Let me check it now. Okay. I- I know it didn't deliver because I got a notice in the email that it didn't go through. So just to make sure I have your email address correct, is it S-A-I-N-T V-I-L S-I-S-L-A-N-D-E 7-2-5@gmail.com? Yes, it is. Yes, ma'am. Yes, it is. It's- Okay. I don't receive yet. Are you saying? Yes, so I'm... I'm looking at your email address. Oh. I have S-A-I-N-T V-I-L S-I-S-L-A-N-D-E. 725? Yes, 725 @ Gmail. Yeah, uh... Okay, let me check. It's S... You say S-A-I-S, all right? Yes. S as in Sam, A as in Apple, I as in Indigo, N as in Nancy, T as in Tom, V as in Victor, I as in Indigo, L as in Larry, S as in Sam, I as in Indigo, S as in Sam, L as in Larry, A as in Apple, N as in Nancy, D as in Dog, E as in Echo, 725 @ Gmail. Yes. Okay, so should there be an S after your last name and before your first name? Yes, ma'am. It- it is first, uh, my last name and before my first name, after is my first name. It's my- So there's not an S after your last name? Yes. Because I have your last name, S-A-I-N-T V-I-L and then I have the letter S as in Sam, and then your first name, I-S-L-A-N-D-E 725 @ Gmail. Yes, ma'am. Yes, ma'am, it is... It is exactly what you... What- what you say. It is exactly. Okay. Yeah, for some reason, my email is not going through to that email address. Do you have another email we can try? Okay, um, let me... Let me give you another email, it's like, it should be better. Okay, I-S-L-A-N-D-E S-A-I-N-T V-I-L 725. Okay, the... My first name is First and my last name is Second. Hello? Okay. Yes, I'm here. I-S-L-A-N-D-E-S S-A-I-N-T V-I-L 7-2-5? Yes, ma'am. And is that at Gmail as well? Yeah, gmail.com. Okay, give me one second. Let me try that email. Okay, I just sent it to that email. Can you check and make sure you got it? Oh, yes, ma'am. I got it. Okay. Yes, ma'am. All righty. Yes, all righty. Do you have any oth-... No, I was just saying okay. Um, do you have any other questions for me? Uh, not yet, ma'am. Uh, right now I'm going to... I'm going to take all the information I need. If I have something else, I call you back. Okay. You have a wonderful day. Yes. Thank you, ma'am. Thank you for your benefit card. Yes. You have a wonderful day. Yes.

Conversation Format

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

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

Speaker speaker_2: Hello, ma'am. How are you today?

Speaker speaker_1: Good. How are you?

Speaker speaker_2: I'm fine. My name is Island Saintville. I called about the Benefit Card. Which information would... which information I need, please, to apply for the, for the Benefit Card?

Speaker speaker_1: Okay. What's the name of the agency you work with?

Speaker speaker_2: Uh, Island Saintville ADETH.

Speaker speaker_1: I'm sorry, what's the name of the staffing agency you're working through?

Speaker speaker_2: Adeph. Ade- ADEPH. A-D-E-P-H. ADEPH.

Speaker speaker_1: Adeph?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. What's the last four of your social?

Speaker speaker_2: Uh, 3432.

Speaker speaker_1: Okay. Um, have you received your first check from them yet?

Speaker speaker_2: Yes, I received my first check. The, uh... My last, uh, Social Security is like 3422. 3422, all right?

Speaker speaker_1: 3-4-2-2?

Speaker speaker_2: Yes, ma'am. Yes.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: O- um, my first name is Island Saintville and my last name is Saintvil.

Speaker speaker_1: Okay. How do you spell your first name?

Speaker speaker_2: My, my first name?

Speaker speaker_1: Yes. How do you spell that?

Speaker speaker_2: I-S-L-A-N-D-E... yeah. ... Yeah.

Speaker speaker_1: Okay. Is it I-S-L-A-N-D-E?

Speaker speaker_2: E- yes, ma'am. I-S-L-A-N-D-E.

Speaker speaker_1: Okay. And last name is S-A-I-N-T-V-I-L?

Speaker speaker_2: Yes, ma'am.

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

Speaker speaker_2: Uh, my, my address now?

Speaker speaker_1: Yes. Your mailing address and date of birth.

Speaker speaker_2: All right. Uh, 50 Newport Boulevard , Paul Winston.

Speaker speaker_1: Okay. It looks like I have a Georgia address on file for you.

Speaker speaker_2: Yes. This is the Georgia address. Uh, the ZIP Code, the ZIP Code is 31407. You get it-

Speaker speaker_1: Okay.

Speaker speaker_2: ... ma'am?

Speaker speaker_1: So, what should the address be?

Speaker speaker_2: Uh, like my mail? My email?

Speaker speaker_1: No, your, your physical address. What does the address need to be because I have it as South Duval Street in Claxton, Georgia 30417.

Speaker speaker_2: Oh, yes, yes, I remember, ma'am. This is my, uh, this is my last address because I move now into, I move now in- in Paul Win- Right now, I am in Paul Win. Yes, I living in Claxton, but now I living no more in Claxton.

Speaker speaker_1: Okay. So I'm asking what do you need me to update the address to? Like, what is your current address?

Speaker speaker_2: My current address now is 50 N- N- Newport Boulevard, Paul Winston. Paul Winsworth. 50 Newport Boulevard, Paul Winston.

Speaker speaker_1: Mm-hmm. 50 Newport Boulevard?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And what's the city, state and ZIP Code?

Speaker speaker_2: The city, state is Paul Wi- Paul Winsworth. Paul Winsworth . And the ZIP Code is 31407.

Speaker speaker_1: Okay. What's the state?

Speaker speaker_2: The state is Georgia.

Speaker speaker_1: Okay. Gotcha. And your date of birth?

Speaker speaker_2: My what?

Speaker speaker_1: Your date of birth.

Speaker speaker_2: Oh, okay, my building. My building is, um, 4- 46-22-2002.

Speaker speaker_1: So, 04/06/2002?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Phone number 912-418-7309.

Speaker speaker_2: Oh, my, my phone number?

Speaker speaker_1: Yes. "I have 912-418-7309." Is that correct?

Speaker speaker_2: Yes, ma'am. It is.

Speaker speaker_1: Okay. And then lastly your email is just your last name, first name, 725 at gmail?

Speaker speaker_2: Yes, ma'am, it is. You got it. Good job.

Speaker speaker_1: Um, okay. So what are you wanting to enroll into?

Speaker speaker_2: ... are, so I just want to know what, what is available, because I don't know yet nothing on the insurance or in the car benefit. I don't know yet, I don't know yet nothing about that. So if you have more information about this, you can tell me. I don't know yet nothing.

Speaker speaker_1: So there's a few different plans to choose from. What I can do, is I can send, uh, a copy of the benefits guide to your email.

Speaker speaker_2: Oh, yeah?

Speaker speaker_1: This guide, uh, the guide will go over all the plans being offered, what they cover and how much they cost.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh... And then once you make a decision on what you want to enroll into, you can call us back from there.

Speaker speaker_2: Okay, all right. Or I see in your text message you sent me the... The... The online, the site online, so I can go to the website to have more information about it?

Speaker speaker_1: Yeah, I mean, you can do that, but I'm sending you a copy of the benefits guide to your email.

Speaker speaker_2: All right. All right. All right.

Speaker speaker_1: Yeah.

Speaker speaker_2: Good, good... Okay. I will take my time to... To make sure I ha- I have all the information and I call you back.

Speaker speaker_1: Okay. And then, just to let you know, it looks like the last day for the open enrollment will be on the 28th of February.

Speaker speaker_2: Okay.

Speaker speaker_1: So you have until then to get enrolled.

Speaker speaker_2: Okay, 28th February?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay... Okay.

Speaker speaker_1: Alrighty. Do you need help with anything else?

Speaker speaker_2: Yes, uh, ma'am, when I have something there, I'll... I call you back or I text you a text message.

Speaker speaker_1: Okay, just... Just call us back, because we don't... W- We won't get that response from text message.

Speaker speaker_2: Oh, all right.

Speaker speaker_1: That's an automated text message, so once you know of what you want to enroll into, just give us a call back, and we can enroll you over the phone.

Speaker speaker_2: Okay, ma'am, I got you.

Speaker speaker_1: Alrighty. You have a wonderful day.

Speaker speaker_2: Yes. Yes, you too ma'am, thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.

Speaker speaker_1: Oh, hello, are you still there?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, I just got a notice that the email didn't go through.

Speaker speaker_2: All right. Let me... Let me... Let me check it. Let me check it now.

Speaker speaker_1: Okay. I- I know it didn't deliver because I got a notice in the email that it didn't go through. So just to make sure I have your email address correct, is it S-A-I-N-T V-I-L S-I-S-L-A-N-D-E 7-2-5@gmail.com?

Speaker speaker_2: Yes, it is. Yes, ma'am. Yes, it is. It's-

Speaker speaker_1: Okay.

Speaker speaker_2: I don't receive yet. Are you saying?

Speaker speaker_1: Yes, so I'm... I'm looking at your email address.

Speaker speaker_2: Oh.

Speaker speaker_1: I have S-A-I-N-T V-I-L S-I-S-L-A-N-D-E.

Speaker speaker_2: 725?

Speaker speaker_1: Yes, 725 @ Gmail.

Speaker speaker_2: Yeah, uh... Okay, let me check. It's S... You say S-A-I-S, all right?

Speaker speaker_1: Yes. S as in Sam, A as in Apple, I as in Indigo, N as in Nancy, T as in Tom, V as in Victor, L as in Larry, S as in Sam, I as in Indigo, S as in Sam, L as in Larry, A as in Apple, N as in Nancy, D as in Dog, E as in Echo, 725 @ Gmail.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so should there be an S after your last name and before your first name?

Speaker speaker_2: Yes, ma'am. It- it is first, uh, my last name and before my first name, after is my first name. It's my-

Speaker speaker_1: So there's not an S after your last name?

Speaker speaker_2: Yes.

Speaker speaker_1: Because I have your last name, S-A-I-N-T V-I-L and then I have the letter S as in Sam, and then your first name, I-S-L-A-N-D-E 725 @ Gmail.

Speaker speaker_2: Yes, ma'am. Yes, ma'am, it is... It is exactly what you... What- what you say. It is exactly.

Speaker speaker_1: Okay. Yeah, for some reason, my email is not going through to that email address. Do you have another email we can try?

Speaker speaker_2: Okay, um, let me... Let me give you another email, it's like, it should be better. Okay, I-S-L-A-N-D-E S-A-I-N-T V-I-L 725. Okay, the... My first name is First and my last name is Second. Hello?

Speaker speaker_1: Okay. Yes, I'm here. I-S-L-A-N-D-E-S S-A-I-N-T V-I-L 7-2-5?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And is that at Gmail as well?

Speaker speaker_2: Yeah, gmail.com.

Speaker speaker_1: Okay, give me one second. Let me try that email. Okay, I just sent it to that email. Can you check and make sure you got it?

Speaker speaker_2: Oh, yes, ma'am. I got it.

Speaker speaker_1: Okay.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty.

Speaker speaker_2: Yes, all righty.

Speaker speaker_1: Do you have any oth-... No, I was just saying okay. Um, do you have any other questions for me?

Speaker speaker_2: Uh, not yet, ma'am. Uh, right now I'm going to... I'm going to take all the information I need. If I have something else, I call you back.

Speaker speaker_1: Okay. You have a wonderful day.

Speaker speaker_2: Yes. Thank you, ma'am. Thank you for your benefit card.

Speaker speaker_1: Yes. You have a wonderful day.

Speaker speaker_2: Yes.