

## Transcript: VICTORIA

**Taylor-6033984799948800-5505348950867968**

### Full Transcript

Hello? Hi, this is... Hi, how can I help you? Hello. Um, um, this is Suleman Camara. I'm trying to enroll to the, uh, uh, the benefits because I just, I got a text that after first visit, first week, you gotta sign up and enroll to the benefit before 30 days, okay. Okay. What's the name of the agency you work for? Partner Personal. Partners Personal? Yeah. Okay. What's the last four of your Social? 9485. Gotcha. And your first and last name? Suleman Camara. Okay. Do you mind verifying your address and date of birth? My address? Yes, sir, and your date of birth. Uh, my date of birth is 01011996. My address, I don't know what address I put there though, 'cause I got two different addresses. So, I got 14- Okay. What would be the best mailing address? Oh, 1415 West Decano Road, Everett. That's in Everett, Washington, 98204. Yeah. Phone number 425-359-6716. Yeah. Okay. And then email is C-O-K-E-R-C-A-M-A-R-A@Gmail.com. Yeah. Okay. Do you know what you're wanting to enroll into? I mean, um, I, what kind of enrollment it is? Is this like a, for health benefits or, like, what? I mean... Yes, this is for medical insurance. There's a couple different medical plans to choose from, but there's also, um, additional add-ons like dental and vision. Uh, no, no, no. It's cool. It's cool. Okay. So you're not wanting to enroll? It's fine. It's okay. I... No, that's all. Okay. Do you need help with anything else? No, that's it. All right. You have a wonderful day. So, so wait. Oh, yeah, it's fine. It's cool, it's cool. I'm sorry, what was your question? Um, the, uh, the enrollment you have, like, the regular one, not the, um, the... That's for the health, right? Like- Yes, sir, this is just- ... that injury at work. That's what it is, right? Yes. This is just for the medical benefits, the medical insurance that your employer offers. Oh, okay. I think I will take the medical benefit before the 30 days are up. Okay. Do you know what you're wanting to enroll into? Like, um- Like, what plan specifically? Like, what plan? Like injury protection? Like what? I'm sorry. Like injury protection kind of. Is that not the kind of coverage they're giving? Okay. So there's multiple medical plans to choose from. Wow. What I'm going to do is I'm going to send you the benefits guide to your email, and it'll go over all of the plans- Sure, sure. Do that. Okay. So it'll go over all the plans being offered, what they cover and how much they cost. And then once you know specifically- Oh. ... what plan you're wanting, just call us back from there. Oh, okay, okay, okay. Thank you very much. Just to let you know, it looks like you have until the 26th of February to get enrolled. All right. That's what I'll do. Thank you. You're welcome. Have a wonderful day.

### Conversation Format

Speaker speaker\_0: Hello?

Speaker speaker\_1: Hi, this is... Hi, how can I help you?

Speaker speaker\_0: Hello. Um, um, this is Suleman Camara. I'm trying to enroll to the, uh, uh, the benefits because I just, I got a text that after first visit, first week, you gotta sign up and enroll to the benefit before 30 days, okay.

Speaker speaker\_1: Okay. What's the name of the agency you work for?

Speaker speaker\_0: Partner Personal.

Speaker speaker\_1: Partners Personal?

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Okay. What's the last four of your Social?

Speaker speaker\_0: 9485.

Speaker speaker\_1: Gotcha. And your first and last name?

Speaker speaker\_0: Suleman Camara.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_0: My address?

Speaker speaker\_1: Yes, sir, and your date of birth.

Speaker speaker\_0: Uh, my date of birth is 01011996. My address, I don't know what address I put there though, 'cause I got two different addresses. So, I got 14-

Speaker speaker\_1: Okay. What would be the best mailing address?

Speaker speaker\_0: Oh, 1415 West Decano Road, Everett.

Speaker speaker\_1: That's in Everett, Washington, 98204.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Phone number 425-359-6716.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Okay. And then email is C-O-K-E-R-C-A-M-A-R-A@Gmail.com.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Okay. Do you know what you're wanting to enroll into?

Speaker speaker\_0: I mean, um, I, what kind of enrollment it is? Is this like a, for health benefits or, like, what? I mean...

Speaker speaker\_1: Yes, this is for medical insurance. There's a couple different medical plans to choose from, but there's also, um, additional add-ons like dental and vision.

Speaker speaker\_0: Uh, no, no, no. It's cool. It's cool.

Speaker speaker\_1: Okay. So you're not wanting to enroll?

Speaker speaker\_0: It's fine. It's okay. I... No, that's all.

Speaker speaker\_1: Okay. Do you need help with anything else?

Speaker speaker\_0: No, that's it.

Speaker speaker\_1: All righty. You have a wonderful day.

Speaker speaker\_0: So, so wait. Oh, yeah, it's fine. It's cool, it's cool.

Speaker speaker\_1: I'm sorry, what was your question?

Speaker speaker\_0: Um, the, uh, the enrollment you have, like, the regular one, not the, um, the... That's for the health, right? Like-

Speaker speaker\_1: Yes, sir, this is just-

Speaker speaker\_0: ... that injury at work. That's what it is, right?

Speaker speaker\_1: Yes. This is just for the medical benefits, the medical insurance that your employer offers.

Speaker speaker\_0: Oh, okay. I think I will take the medical benefit before the 30 days are up.

Speaker speaker\_1: Okay. Do you know what you're wanting to enroll into?

Speaker speaker\_0: Like, um-

Speaker speaker\_1: Like, what plan specifically?

Speaker speaker\_0: Like, what plan? Like injury protection?

Speaker speaker\_1: Like what? I'm sorry.

Speaker speaker\_0: Like injury protection kind of. Is that not the kind of coverage they're giving?

Speaker speaker\_1: Okay. So there's multiple medical plans to choose from.

Speaker speaker\_0: Wow.

Speaker speaker\_1: What I'm going to do is I'm going to send you the benefits guide to your email, and it'll go over all of the plans-

Speaker speaker\_0: Sure, sure. Do that.

Speaker speaker\_1: Okay. So it'll go over all the plans being offered, what they cover and how much they cost. And then once you know specifically-

Speaker speaker\_0: Oh.

Speaker speaker\_1: ... what plan you're wanting, just call us back from there.

Speaker speaker\_0: Oh, okay, okay, okay. Thank you very much.

Speaker speaker\_1: Just to let you know, it looks like you have until the 26th of February to get enrolled.

Speaker speaker\_0: All right. That's what I'll do. Thank you.

Speaker speaker\_1: You're welcome. Have a wonderful day.