

Transcript: VICTORIA

Taylor-6078590025515008-5136068042342400

Full Transcript

Thank you for calling Veterans at Home of Partners. This is Victoria. How can I help you? Hi Victoria, um, I was returning a call from earlier today. Okay. What's the name of the company that you work for? Um, it's BG Multi-Family, and my name is Imani Frierson. Okay. And the last four of your social? It's 8517. All right. Do you mind verifying your address and date of birth? Uh, my date of birth was 10-31-1996, and my address is 3356 Vernon Burg Boulevard, Indianapolis, Indiana, 46239. Phone number 317-450-4549? Yes. And then email is gonna be first name dot last name at yahoo.com? Yes. Okay. Um, it looks like I was... I, I actually made the call. Um, I was just letting you know that we were able to process the enrollment. Um, so from here, it'll take about one to two weeks for that to be processed through payroll, and then once you see that first deduction being made out of your check, the coverage will start the following Monday. Okay. All righty. Thank you. You're welcome. Did you need help with anything else? Um, as of right now, no. If I do need assistance ... or anything, I can always call back into this number, correct? Or goes to another number? Yes. Okay, perfect. All right. Thank you so much, Victoria. You're welcome. You have a wonderful day. Okay. You too. Buh-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Veterans at Home of Partners. This is Victoria. How can I help you?

Speaker speaker_1: Hi Victoria, um, I was returning a call from earlier today.

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

Speaker speaker_1: Um, it's BG Multi-Family, and my name is Imani Frierson.

Speaker speaker_0: Okay. And the last four of your social?

Speaker speaker_1: It's 8517.

Speaker speaker_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, my date of birth was 10-31-1996, and my address is 3356 Vernon Burg Boulevard, Indianapolis, Indiana, 46239.

Speaker speaker_0: Phone number 317-450-4549?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is gonna be first name dot last name at yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, it looks like I was... I, I actually made the call. Um, I was just letting you know that we were able to process the enrollment. Um, so from here, it'll take about one to two weeks for that to be processed through payroll, and then once you see that first deduction being made out of your check, the coverage will start the following Monday.

Speaker speaker_1: Okay. All righty. Thank you.

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

Speaker speaker_1: Um, as of right now, no. If I do need assistance

Speaker speaker_2: ...

Speaker speaker_1: ... or anything, I can always call back into this number, correct? Or goes to another number?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, perfect. All right. Thank you so much, Victoria.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: Okay. You too. Buh-bye.

Speaker speaker_0: Bye.