

Transcript: VICTORIA

Taylor-6079926407315456-5521721956548608

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? I got this email. I guess it's for my work. Okay, um- This con- contact. Yeah, this is for medical insurance, if you work through a staffing or temp agency. Yeah, I work for Partner Personnel. Okay. Are you a new hire with them? No, I've, I've been here for going on four or five months now. Yeah, new hire, five months. Okay. Was it a text message that you received or a phone call? It's a text message, or it's, uh, no, it was my email. Okay. Let me pull up your file and see what's going on. What's the last four of your Social? 9372. All right, and your first and last name? Ascension Perez. Do you mind verifying your address and date of birth? 80, 85 Rio Rosas East, Apartment 1221, San Jose, California 95134 and August 26th, 1969. And then phone number 408-680-1654? Yes. All right, email is sonumber2establishthenumber7@gmail.com. That, yeah, that was changed. Uh, that one got, like, compromised so I changed it. Okay. Um, I can update it on my end. What's, what's your current email address? It's, uh, J-O-Y, 1-2-3-H-A-V-E@gmail.com. It's joy123have@gmail.com. All right, so joy, J-O-Y, 1-2-3-have, H-A-V-E, @gmail.com? Yes. Okay. Let me see. Okay. I don't see any notes where anyone's sent an email, so it could have just been an automatic email. Um, I see that you are eligible to get enrolled into benefits. Um, they do give you three days- They, they what are the benefits? 'Cause I'm actually looking for dental benefits. We do offer dental. Um, we also offer other things like medical and, um, you know, vision, stuff like that. So, so there's a few different benefits to choose from. Specifically, the dental plan that we offer, it is a very basic dental plan, so it's not gonna cover any major dental work, like crowns or orthodontics. Okay, yeah, 'cause, um, yeah, they want me to see a orthodontist. Gotcha. Unfortunately, it would not cover that. Oh, would not cover that. Okay, well, I don't have any, anything else I wanted to talk to you about. I, I have your number. Appreciate it. Yes, sir. You have a wonderful day. You too. Thank you again. Bye-bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: I got this email. I guess it's for my work.

Speaker speaker_0: Okay, um-

Speaker speaker_1: This con- contact.

Speaker speaker_0: Yeah, this is for medical insurance, if you work through a staffing or temp agency.

Speaker speaker_1: Yeah, I work for Partner Personnel.

Speaker speaker_0: Okay. Are you a new hire with them?

Speaker speaker_1: No, I've, I've been here for going on four or five months now. Yeah, new hire, five months.

Speaker speaker_0: Okay. Was it a text message that you received or a phone call?

Speaker speaker_1: It's a text message, or it's, uh, no, it was my email.

Speaker speaker_0: Okay. Let me pull up your file and see what's going on. What's the last four of your Social?

Speaker speaker_1: 9372.

Speaker speaker_0: All right, and your first and last name?

Speaker speaker_1: Ascension Perez.

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

Speaker speaker_1: 80, 85 Rio Rosas East, Apartment 1221, San Jose, California 95134 and August 26th, 1969.

Speaker speaker_0: And then phone number 408-680-1654?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, email is sonumber2establishtthenumber7@gmail.com.

Speaker speaker_1: That, yeah, that was changed. Uh, that one got, like, compromised so I changed it.

Speaker speaker_0: Okay. Um, I can update it on my end. What's, what's your current email address?

Speaker speaker_1: It's, uh, J-O-Y, 1-2-3-H-A-V-E@gmail.com. It's joy123have@gmail.com.

Speaker speaker_0: All right, so joy, J-O-Y, 1-2-3-have, H-A-V-E, @gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Let me see. Okay. I don't see any notes where anyone's sent an email, so it could have just been an automatic email. Um, I see that you are eligible to get enrolled into benefits. Um, they do give you three days-

Speaker speaker_1: They, they what are the benefits? 'Cause I'm actually looking for dental benefits.

Speaker speaker_0: We do offer dental. Um, we also offer other things like medical and, um, you know, vision, stuff like that. So, so there's a few different benefits to choose from. Specifically, the dental plan that we offer, it is a very basic dental plan, so it's not gonna cover any major dental work, like crowns or orthodontics.

Speaker speaker_1: Okay, yeah, 'cause, um, yeah, they want me to see a orthodontist.

Speaker speaker_0: Gotcha. Unfortunately, it would not cover that.

Speaker speaker_1: Oh, would not cover that. Okay, well, I don't have any, anything else I wanted to talk to you about. I, I have your number. Appreciate it.

Speaker speaker_0: Yes, sir. You have a wonderful day.

Speaker speaker_1: You too. Thank you again. Bye-bye.

Speaker speaker_0: Thank you. Bye-bye.