

Transcript: VICTORIA

Taylor-6203312407789568-5537042721095680

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling . This is Victoria. How can I help you? Yes, hi. My name is Robin Blakey, and I work for Integrity Staffing. I was just calling to see were you guys deducting... 'Cause I didn't call. She did tell me to call and, and get it so... To tell them that I had the insurance, but I actually do want it. I was wondering if you guys were taking it out my check, because I got the insurance. Okay. Um- That's my address right here. Let me pull up your file. Okay. What's the last four of your Social? 19, 21. Okay. Uh, do you mind verifying your address and date of birth? 319 East Troy Avenue, D34 and 7/8/1983. Okay. Um, let's see. The address, it should be 319 East Troy Avenue, D34? Yeah. Well, I probably put my mom's. But at the time, I was... We would use her address, 923 0th Street. Is that what I put? Um, I just had 319 East Troy Avenue. Oh, okay. I didn't have 34. I didn't know, 'cause I was only using her mailing address at first until I got my key and stuff like that. So I had just moved. But yeah, 319 East Troy Avenue, Apartment D34. Okay. Your number is the same one we're calling from? Yeah. 317-273-9101. And then email is going to be last name, first name, thirty-one, @gmail.com? Yes. Okay. So yes. It looks like you're enrolled into the MEC TelRx for employee only, which is \$17.96 a week. Okay. As long as they do that, it come with the dental too? Uh, no. It's just the MEC TelRx, which is, like, uh, for medical. Could I add the dental stuff on there too? 'Cause I do want it but I just have... I can't really remember how the application went, but I think it did ask about dental and vision too. Yeah. So, I mean, we offer dental and vision. However, it looks like you're outside of your personal open enrollment period. Oh. Okay. Um, and currently, they're not in a company open enrollment period, so we wouldn't be able to add that on as of right now. But let me see when they typically have the company open enrollment period. Ooh. Okay. So it looks like they usually have it around June, July of every year. Okay. Well, do I have a ID number? So maybe I could just... I mean, if not, just go to the doctor or something like that, I can use it. Uh, yeah. You do have a picture of your ID card? No. Well, if I did, because I, I, I got a... They gave me, they told me two months before I get my I, my, um, key, but I did pay for it or whatever. So I gotta basically just go... Probably go to the post office or probably to the mailman. Said they was holding my mail, so- Okay. I'll probably have to go up there. Yeah. Okay. So, um, I'll just do that. Okay. Not just go to, uh, I guess there's a Meridian or something like that. I don't know exactly where it is. I'm gonna have to ask my apartment again, 'cause there's different post offices depending on your address. Okay. I mean, I can also look up a copy of the ID card and email it to you. Please. Yes, that'd be great. Um, was there anything else you might need help with? No, that was it. No, I really appreciate it. Thank you so much. You're welcome. I will go ahead and get the ID card sent to you, and you should be good to go from here. All right. Thank you so much. Bye. Bye-bye.

Conversation Format

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

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

Speaker speaker_2: Yes, hi. My name is Robin Blakey, and I work for Integrity Staffing. I was just calling to see were you guys deducting... 'Cause I didn't call. She did tell me to call and, and get it so... To tell them that I had the insurance, but I actually do want it. I was wondering if you guys were taking it out my check, because I got the insurance.

Speaker speaker_1: Okay. Um-

Speaker speaker_2: That's my address right here.

Speaker speaker_1: Let me pull up your file.

Speaker speaker_2: Okay.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 19, 21.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: 319 East Troy Avenue, D34 and 7/8/1983.

Speaker speaker_1: Okay. Um, let's see. The address, it should be 319 East Troy Avenue, D34?

Speaker speaker_2: Yeah. Well, I probably put my mom's. But at the time, I was... We would use her address, 923 0th Street. Is that what I put?

Speaker speaker_1: Um, I just had 319 East Troy Avenue.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: I didn't have 34.

Speaker speaker_2: I didn't know, 'cause I was only using her mailing address at first until I got my key and stuff like that. So I had just moved. But yeah, 319 East Troy Avenue, Apartment D34.

Speaker speaker_1: Okay. Your number is the same one we're calling from?

Speaker speaker_2: Yeah. 317-273-9101.

Speaker speaker_1: And then email is going to be last name, first name, thirty-one, @gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So yes. It looks like you're enrolled into the MEC TelRx for employee only, which is \$17.96 a week.

Speaker speaker_2: Okay. As long as they do that, it come with the dental too?

Speaker speaker_1: Uh, no. It's just the MEC TelRx, which is, like, uh, for medical.

Speaker speaker_2: Could I add the dental stuff on there too? 'Cause I do want it but I just have... I can't really remember how the application went, but I think it did ask about dental and vision too.

Speaker speaker_1: Yeah. So, I mean, we offer dental and vision. However, it looks like you're outside of your personal open enrollment period.

Speaker speaker_2: Oh. Okay.

Speaker speaker_1: Um, and currently, they're not in a company open enrollment period, so we wouldn't be able to add that on as of right now. But let me see when they typically have the company open enrollment period.

Speaker speaker_2: Ooh.

Speaker speaker_1: Okay. So it looks like they usually have it around June, July of every year.

Speaker speaker_2: Okay. Well, do I have a ID number? So maybe I could just... I mean, if not, just go to the doctor or something like that, I can use it.

Speaker speaker_1: Uh, yeah. You do have a picture of your ID card?

Speaker speaker_2: No. Well, if I did, because I, I, I got a... They gave me, they told me two months before I get my I, my, um, key, but I did pay for it or whatever. So I gotta basically just go... Probably go to the post office or probably to the mailman. Said they was holding my mail, so-

Speaker speaker_1: Okay.

Speaker speaker_2: I'll probably have to go up there. Yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: So, um, I'll just do that.

Speaker speaker_1: Okay.

Speaker speaker_2: Not just go to, uh, I guess there's a Meridian or something like that. I don't know exactly where it is. I'm gonna have to ask my apartment again, 'cause there's different post offices depending on your address.

Speaker speaker_1: Okay. I mean, I can also look up a copy of the ID card and email it to you.

Speaker speaker_2: Please. Yes, that'd be great.

Speaker speaker_1: Um, was there anything else you might need help with?

Speaker speaker_2: No, that was it. No, I really appreciate it. Thank you so much.

Speaker speaker_1: You're welcome. I will go ahead and get the ID card sent to you, and you should be good to go from here.

Speaker speaker_2: All right. Thank you so much. Bye.

Speaker speaker_1: Bye-bye.