

## Transcript: VICTORIA

Taylor-6672464912891904-5557763864838144

### 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? Um, yes, I was calling about the insurance card that I was supposed to receive. Okay. Uh, what's the name of the agency you work for? Um, Toa. Terra Staffing? Yes, ma'am. Okay. And the last four of your Social? 3376. And your first and last name. First name Dophken, last name Cantave. Okay. Do you mind spelling your first name? Um, yes. D-O-P-H-K-E-N. D-O-P-H-K-E-N? Yes, ma'am. Okay. Have you received your first paycheck from them yet? Yes. I have. I've been working for them for, like, couple months now. Okay. And what was the name of the, the staffing agency you work for? Um, Toa. It's spelled T-O-A... Is that the name of the, the staffing agency? Yes, that's the, that's the staffing agency. It's a... Yeah. I guess, yeah, that's the, it's, it's an agency, Toa, T-O-AH. I mean, T-O-A, not H. Okay. Um, 'cause I'm showing you coming up under Focus Workforce Management. Oh, my bad. Yeah. Um, I thought you meant, like, the, the... Yeah, I got it confused. Yeah, it's Focus, but the company is Toa. Yeah, that's correct. Okay. Gotcha. And, um, last name is C-A-N-T-A-V-E? Yes. Okay. Gotcha. Um, do you mind verifying your address and date of birth? Um, the address is 9022 39... I mean, 39th Street, PL Apartment 6. Did you get that? Yes, sir. And your date of birth? And, yeah, the date of birth is February 23, '90, 1996. Phone number is 772-274-3026? Yes. Okay. Email is firstnamelastname75@gmail.com. That's correct. Okay. I don't see that you're currently enrolled into anything. Uh, yeah, they just told me I got to call you guys to send the... I guess, how do I get enrolled then? Well, we can do it over the phone. Do you even know what's being offered, or what specifically you're wanting to enroll into? Hmm. No. I guess I'ma have to think about it and then make the decision and I'ma have to call you guys back in a little bit then. Yeah. Um, so let me do this. Let me send you a copy of the benefits guide to your email. Okay. This benefits guide is going to go over all of the plans being offered, what they cover and how much they cost. Okay. So look over that and then once you decide on what specific plan you want to enroll into, you would just call us back from there. Um... Okay. Thank you so much. Yeah, for sure. Um, just to let you know, the open enrollment for your employer is going to s-... Uh, the last day for open enrollment is on the 14th of February. So you have until- On the 14th. ... the 14th to- Okay. ... uh, get enrolled. Okay. Thank you, ma'am. You're welcome. Was there anything else you might need help with? No, that's everything. Okay. You have a wonderful day. All right. You. Thank you. 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 Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Um, yes, I was calling about the insurance card that I was supposed to receive.

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

Speaker speaker\_2: Um, Toa.

Speaker speaker\_1: Terra Staffing?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. And the last four of your Social?

Speaker speaker\_2: 3376.

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

Speaker speaker\_2: First name Dophken, last name Cantave.

Speaker speaker\_1: Okay. Do you mind spelling your first name?

Speaker speaker\_2: Um, yes. D-O-P-H-K-E-N.

Speaker speaker\_1: D-O-P-H-K-E-N?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. Have you received your first paycheck from them yet?

Speaker speaker\_2: Yes. I have. I've been working for them for, like, couple months now.

Speaker speaker\_1: Okay. And what was the name of the, the staffing agency you work for?

Speaker speaker\_2: Um, Toa. It's spelled T-O-A...

Speaker speaker\_1: Is that the name of the, the staffing agency?

Speaker speaker\_2: Yes, that's the, that's the staffing agency. It's a... Yeah. I guess, yeah, that's the, it's, it's an agency, Toa, T-O-AH. I mean, T-O-A, not H.

Speaker speaker\_1: Okay. Um, 'cause I'm showing you coming up under Focus Workforce Management.

Speaker speaker\_2: Oh, my bad. Yeah. Um, I thought you meant, like, the, the... Yeah, I got it confused. Yeah, it's Focus, but the company is Toa. Yeah, that's correct.

Speaker speaker\_1: Okay. Gotcha. And, um, last name is C-A-N-T-A-V-E?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Gotcha. Um, do you mind verifying your address and date of birth?

Speaker speaker\_2: Um, the address is 9022 39... I mean, 39th Street, PL Apartment 6. Did you get that?

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

Speaker speaker\_2: And, yeah, the date of birth is February 23, '90, 1996.

Speaker speaker\_1: Phone number is 772-274-3026?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Email is firstnamelastname75@gmail.com.

Speaker speaker\_2: That's correct.

Speaker speaker\_1: Okay. I don't see that you're currently enrolled into anything.

Speaker speaker\_2: Uh, yeah, they just told me I got to call you guys to send the... I guess, how do I get enrolled then?

Speaker speaker\_1: Well, we can do it over the phone. Do you even know what's being offered, or what specifically you're wanting to enroll into?

Speaker speaker\_2: Hmm. No. I guess I'ma have to think about it and then make the decision and I'ma have to call you guys back in a little bit then.

Speaker speaker\_1: Yeah. Um, so let me do this. Let me send you a copy of the benefits guide to your email.

Speaker speaker\_2: Okay.

Speaker speaker\_1: This benefits guide is going to go over all of the plans being offered, what they cover and how much they cost.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So look over that and then once you decide on what specific plan you want to enroll into, you would just call us back from there. Um...

Speaker speaker\_2: Okay. Thank you so much.

Speaker speaker\_1: Yeah, for sure. Um, just to let you know, the open enrollment for your employer is going to s-... Uh, the last day for open enrollment is on the 14th of February. So you have until-

Speaker speaker\_2: On the 14th.

Speaker speaker\_1: ... the 14th to-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... uh, get enrolled.

Speaker speaker\_2: Okay. Thank you, ma'am.

Speaker speaker\_1: You're welcome. Was there anything else you might need help with?

Speaker speaker\_2: No, that's everything.

Speaker speaker\_1: Okay. You have a wonderful day.

Speaker speaker\_2: All right. You.

Speaker speaker\_1: Thank you. Bye-bye.