

Transcript: Estefania

Acevedo-6022653917741056-6268418078490624

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Uh, Stephanie, yes, my name is Tina, um, Patrick. I'm new with on-boarding and, um, I was, um, trying to decline this health benefit. Okay, yeah, I can help you with that. Um, what was the name of that staffing agency again? Um, it is, um, um, hold up, um, Lord have mercy, Point. That's what it is. Lord, I got it on the tip of my tongue. Uh, what is it called? Focus Point. Focus Point? Okay. Um, what are the last four of your Social? 3015. All right, give me one second. Hmm. Okay, so you said Focus Point, right? Or Focal Point? Uh-huh. It's Focal Point, something like that. Yeah. Okay. Um, so we're not... We don't administrate Focal Point Medical Staffing anymore. Um, are you sure that's the name of the agency? 'Cause we have one that's called Wo- Focused Workforce, but I'm not really sure. 'Cause we do administrate different agencies, so I would need the right name. I know we don't administrate Focal Point Medical anymore, but I just wanna make sure that's the correct one. That's the only name I... That's the only thing my... That's the only thing y'all have, Focal, Focal Point Medical Staffing. Okay, so that's one of the agencies that we used to administrate, but we're no longer with them. I do have a direct number that you're able to call. Okay, hold on, 'cause I don't want this on someone's... 'Cause I'm just, you know, flipping around. I'm not permanent. I don't need that. Okay, yeah. Hold on a minute. Let me write it. I haven't had so many new fingers in a court. Don't damn one of them land in my hand, does it? You'll be fine. Mm-hmm. Well, I can't even look at my phone with my hand. Okay. All right. That number is gonna be 252- Uh-huh. 2, 292- Uh-huh. ... 4... 4605. I'm gonna say it one more time, 252-292-4605. Okay. So I can call that number? Yes, correct. Okay. Thank you. You're welcome. Have a nice day. Uh-huh.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, Stephanie, yes, my name is Tina, um, Patrick. I'm new with on-boarding and, um, I was, um, trying to decline this health benefit.

Speaker speaker_0: Okay, yeah, I can help you with that. Um, what was the name of that staffing agency again?

Speaker speaker_1: Um, it is, um, um, hold up, um, Lord have mercy, Point. That's what it is. Lord, I got it on the tip of my tongue. Uh, what is it called? Focus Point.

Speaker speaker_0: Focus Point? Okay. Um, what are the last four of your Social?

Speaker speaker_1: 3015.

Speaker speaker_0: All right, give me one second. Hmm. Okay, so you said Focus Point, right? Or Focal Point?

Speaker speaker_1: Uh-huh. It's Focal Point, something like that. Yeah.

Speaker speaker_0: Okay. Um, so we're not... We don't administrate Focal Point Medical Stacking anymore. Um, are you sure that's the name of the agency? 'Cause we have one that's called Wo- Focused Workforce, but I'm not really sure. 'Cause we do administrate different agencies, so I would need the right name. I know we don't administrate Focal Point Medical anymore, but I just wanna make sure that's the correct one. That's the only name I...

Speaker speaker_1: That's the only thing my... That's the only thing y'all have, Focal, Focal Point Medical Staffing.

Speaker speaker_0: Okay, so that's one of the agencies that we used to administrate, but we're no longer with them. I do have a direct number that you're able to call.

Speaker speaker_1: Okay, hold on, 'cause I don't want this on someone's... 'Cause I'm just, you know, flipping around. I'm not permanent. I don't need that.

Speaker speaker_0: Okay, yeah.

Speaker speaker_1: Hold on a minute. Let me write it. I haven't had so many new fingers in a court. Don't damn one of them land in my hand, does it?

Speaker speaker_0: You'll be fine.

Speaker speaker_1: Mm-hmm. Well, I can't even look at my phone with my hand. Okay.

Speaker speaker_0: All right. That number is gonna be 252-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: 2, 292-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 4... 4605. I'm gonna say it one more time, 252-292-4605.

Speaker speaker_1: Okay. So I can call that number?

Speaker speaker_0: Yes, correct.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: Uh-huh.