

Transcript: Francesca

Baez-4594263917379584-6061970038767616

Full Transcript

Thank you for calling Benefits in a Hurry. My name is Francesca. How can I assist you today? Um, yes, my name is Marcia Jones, and I was calling to see if, when I might be able to get my cards through you guys, my insurance cards? Okay. Yeah, well, I can clarify, it's through your staffing company. We don't own any of the coverage. We only administer. What staffing company do you work with? Mm, um, it's, oh good lord. Let me find out. You'd think I'd know this. Um, the staffing company is- DCT Workforce Programs. ... DCT. DCT. D... Sorry. DCT. DCT. Workforce Program. Workforce Programs. I'm braindead. Oh, no. It's on our website. What are the last part of your Social? Um, 6260. And your last name? Jones. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Um, 165 Viking Circle, Apartment 302, Kindred, North Dakota, 58051. We have that phone number, 701-318-6843? Yes. We have your email down as firstname.lastname54@yahoo.com? Yes. And then we also have firstnamejune46@gmail.com. Yes. So unfortunately, ma'am, we haven't received payment to activate your coverage yet. We're still waiting on it. Oh, I see. Okay. Um, they'll probably... I won't get a check until this Friday, so they'll probably send it then. Yes, ma'am. So once you see the deduction of 4510 for the benefits you selected- Mm-hmm. ... following Monday from that deduction will be when you see the benefit becoming active and then end of that week, Friday, will be when coverage becomes effective. So whenever you see that 4510 being deducted, following Monday will be when your policy's active. Okay. Okay. All right. I wasn't for sure how that worked and she- Oh, it's okay. ... was the one that told me to call, so, all right. Sounds good. Thank you. Of course. My pleasure. Have a great day. Mm-hmm. Mm-hmm. Uh-huh. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Hurry. My name is Francesca. How can I assist you today?

Speaker speaker_1: Um, yes, my name is Marcia Jones, and I was calling to see if, when I might be able to get my cards through you guys, my insurance cards?

Speaker speaker_2: Okay.

Speaker speaker_0: Yeah, well, I can clarify, it's through your staffing company. We don't own any of the coverage. We only administer. What staffing company do you work with?

Speaker speaker_1: Mm, um, it's, oh good lord. Let me find out. You'd think I'd know this. Um, the staffing company is-

Speaker speaker_2: DCT Workforce Programs.

Speaker speaker_1: ... DCT.

Speaker speaker_2: DCT.

Speaker speaker_1: D... Sorry.

Speaker speaker_2: DCT.

Speaker speaker_1: DCT.

Speaker speaker_2: Workforce Program.

Speaker speaker_1: Workforce Programs. I'm braindead.

Speaker speaker_2: Oh, no. It's on our website.

Speaker speaker_0: What are the last part of your Social?

Speaker speaker_1: Um, 6260.

Speaker speaker_0: And your last name?

Speaker speaker_1: Jones.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Um, 165 Viking Circle, Apartment 302, Kindred, North Dakota, 58051.

Speaker speaker_0: We have that phone number, 701-318-6843?

Speaker speaker_1: Yes.

Speaker speaker_0: We have your email down as firstname.lastname54@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: And then we also have firstnamejune46@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: So unfortunately, ma'am, we haven't received payment to activate your coverage yet. We're still waiting on it.

Speaker speaker_1: Oh, I see. Okay. Um, they'll probably... I won't get a check until this Friday, so they'll probably send it then.

Speaker speaker_0: Yes, ma'am. So once you see the deduction of 4510 for the benefits you selected-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... following Monday from that deduction will be when you see the benefit becoming active and then end of that week, Friday, will be when coverage becomes effective. So whenever you see that 4510 being deducted, following Monday will be when your policy's active.

Speaker speaker_1: Okay. Okay. All right. I wasn't for sure how that worked and she-

Speaker speaker_0: Oh, it's okay.

Speaker speaker_1: ... was the one that told me to call, so, all right. Sounds good. Thank you.

Speaker speaker_0: Of course. My pleasure. Have a great day.

Speaker speaker_1: Mm-hmm. Mm-hmm. Uh-huh. Bye-bye.