

Transcript: Francesca

Baez-4597081997230080-6598064377872384

Full Transcript

"Hello." Your call may be monitored or recorded for quality assurance purposes. Please leave a message after the tone. Good afternoon. My name is Francesca Benefit Hinojosa, looking to speak with Mr. Tigo on behalf of TRC Staffing. Welcome re- Hello? Yes, hello. Good afternoon. My name is Francesca Benefit Hinojosa, looking to speak with Mr. Tigo on behalf of TRC Staffing. Yeah. This is him. Good afternoon, sir. Well, we're calling you regarding the enrollment form for TRC's insurance that you filled out yesterday, April 9th. Uh-huh. It's really just a courtesy call to confirm, 'cause I see you selected three plans but I also see your form where you chose not to participate. So I'm just confirming that it wasn't an error and that you're declining coverage for the time being. Y- yeah. I'm the... Yeah, I'm gonna be the one... I don't know. I might have messed up on that computer too when I was doing that. Okay. Were you looking to enroll into their benefits at the moment? Uh, yeah. I was enrolling in the insurance and dental and, um, and vision. All right. I do see that here. They had the medical plan as well for BAP Plus, the dental and the vision. Was that the enrollment you were looking to submit? Yeah. And it was also for yourself and your spouse, correct? Yes, ma'am. Understood. So I'll go ahead and make a notation of it on the system and process that enrollment which will be \$77.72 per paycheck. All right. You authorize TRC Staffing to make those deductions once you start working. Yes. All right. So I'll go ahead and re- record the issue that happened with that form and make sure the enrollment gets processed properly. And then TRC Staffing will be reaching out to you once they have an assignment ready for you. Okay. It might take one to two weeks for you to start seeing those deductions. Uh- I do have to say, the only card that you're not gonna get physically home will be the medical one. Once you see the first deduction, following Monday you're active and then Friday they mailed out the benefit cards for full medical will be sent to your email. Okay. That shaggy500203@yahoo.com. Yeah. But if you and your spouse would like a hard copy sent home once you're active, give us a call. Since she's in the policy- Mm-hmm. ... even she's able to call in to request them so that we can put- Mm-hmm. ... in a mail request for you. Okay. All right. And then I'd like to verify her date of birth is April 5th of 1975. Correct? Yes. All right. You are all set. Thank you so much for your time as well as answering my questions today, sir. All right. Thank you. Thank you. Have a great day. All right. All right. Thank you. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Please leave a message after the tone.

Speaker speaker_2: Good afternoon. My name is Francesca Benefit Hinojosa, looking to speak with Mr. Tigo on behalf of TRC Staffing. Welcome re-

Speaker speaker_3: Hello?

Speaker speaker_2: Yes, hello. Good afternoon. My name is Francesca Benefit Hinojosa, looking to speak with Mr. Tigo on behalf of TRC Staffing.

Speaker speaker_3: Yeah. This is him.

Speaker speaker_2: Good afternoon, sir. Well, we're calling you regarding the enrollment form for TRC's insurance that you filled out yesterday, April 9th.

Speaker speaker_3: Uh-huh.

Speaker speaker_2: It's really just a courtesy call to confirm, 'cause I see you selected three plans but I also see your form where you chose not to participate. So I'm just confirming that it wasn't an error and that you're declining coverage for the time being.

Speaker speaker_3: Y- yeah. I'm the... Yeah, I'm gonna be the one... I don't know. I might have messed up on that computer too when I was doing that.

Speaker speaker_2: Okay. Were you looking to enroll into their benefits at the moment?

Speaker speaker_3: Uh, yeah. I was enrolling in the insurance and dental and, um, and vision.

Speaker speaker_2: All right. I do see that here. They had the medical plan as well for BAP Plus, the dental and the vision. Was that the enrollment you were looking to submit?

Speaker speaker_3: Yeah.

Speaker speaker_2: And it was also for yourself and your spouse, correct?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_2: Understood. So I'll go ahead and make a notation of it on the system and process that enrollment which will be \$77.72 per paycheck.

Speaker speaker_3: All right.

Speaker speaker_2: You authorize TRC Staffing to make those deductions once you start working.

Speaker speaker_3: Yes.

Speaker speaker_2: All right. So I'll go ahead and re- record the issue that happened with that form and make sure the enrollment gets processed properly. And then TRC Staffing will be reaching out to you once they have an assignment ready for you.

Speaker speaker_3: Okay.

Speaker speaker_2: It might take one to two weeks for you to start seeing those deductions.

Speaker speaker_3: Uh-

Speaker speaker_2: I do have to say, the only card that you're not gonna get physically home will be the medical one. Once you see the first deduction, following Monday you're active and then Friday they mailed out the benefit cards for full medical will be sent to your email.

Speaker speaker_3: Okay.

Speaker speaker_2: That shaggy500203@yahoo.com.

Speaker speaker_3: Yeah.

Speaker speaker_2: But if you and your spouse would like a hard copy sent home once you're active, give us a call. Since she's in the policy-

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: ... even she's able to call in to request them so that we can put-

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: ... in a mail request for you.

Speaker speaker_3: Okay.

Speaker speaker_2: All right. And then I'd like to verify her date of birth is April 5th of 1975. Correct?

Speaker speaker_3: Yes.

Speaker speaker_2: All right. You are all set. Thank you so much for your time as well as answering my questions today, sir.

Speaker speaker_3: All right. Thank you.

Speaker speaker_2: Thank you. Have a great day.

Speaker speaker_3: All right. All right. Thank you. Bye-bye.

Speaker speaker_2: Bye.