

## **Transcript: Francesca**

**Baez-4622186287513600-5033746965250048**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... my name is Francesca. How can I assist you today? Hey, my name is Justin Burt. I was calling because I got a missed call from this number. One last missed call. Did you listen to the message, ma'am? Huh? Did you listen to the voice message I left? Yes. And what did the voice message say? Um, it was about the Hospitality benefits, so when I start getting paid. It was saying something about I had added my kids on there but I didn't add them on the, um, insurance part. Okay. I think it was actually a 412 type of thing. Okay. Let's go ahead and take a look. What is the staffing company you work with and the last four of your Social? SSS Staffing and 9828. And your last name, please? Burt. And to make sure I have the right account, can you please verify your mailing address and date of birth? 1532 50rd Road Apartment O in November 9th, 2005. I have customer number 2057712328. Yes. With the email of your last name, first name, 413@gmail.com? Yes. Okay. So actually, what they were calling for, ma'am, is not that you didn't add the kids. You put them on the health insurance but you didn't select any plan for employee and child. Everything you selected was for employee only. Okay. For the health insurance, and then the other two things that your form had wrong was that you placed that you wanted to change coverage but you never had benefits with Hospitality Staffing Solutions. Okay. I wasn't looking at that. And the la... Got you. And then the last thing will be the fact that you selected the preventative MEC Tiller Rx and you also selected the preventative and hospital indemnity MEC Enhanced but you can't be enrolled into both of them. Okay. So they enrolled you into the lowest costing, that preventative one. Okay. Thank you. Of course. Were there any changes you wanted to make to the policy? So right now, it is only you on that policy for- Okay. ... the VIP standard, dental, vision, accident, behavior health, term life and that MEC Tiller Rx. Yes. Okay. So there's no changes you would like to make at the moment for that policy? No, ma'am. Understood. Well, I'll go ahead and put a note in there so that representative knows you called back. Thank you so much for your time. I hope you have a wonderful rest of your day today. Thank you too. 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 ... my name is Francesca. How can I assist you today? Hey, my name is Justin Burt. I was calling because I got a missed call from this number. One last missed call.

Speaker speaker\_0: Did you listen to the message, ma'am?

Speaker speaker\_1: Huh?

Speaker speaker\_0: Did you listen to the voice message I left?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And what did the voice message say?

Speaker speaker\_1: Um, it was about the Hospitality benefits, so when I start getting paid. It was saying something about I had added my kids on there but I didn't add them on the, um, insurance part.

Speaker speaker\_0: Okay. I think it was actually a 412 type of thing.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Let's go ahead and take a look. What is the staffing company you work with and the last four of your Social?

Speaker speaker\_1: SSS Staffing and 9828.

Speaker speaker\_0: And your last name, please?

Speaker speaker\_1: Burt.

Speaker speaker\_0: And to make sure I have the right account, can you please verify your mailing address and date of birth?

Speaker speaker\_1: 1532 50rd Road Apartment O in November 9th, 2005.

Speaker speaker\_0: I have customer number 2057712328.

Speaker speaker\_1: Yes.

Speaker speaker\_0: With the email of your last name, first name, 413@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So actually, what they were calling for, ma'am, is not that you didn't add the kids. You put them on the health insurance but you didn't select any plan for employee and child. Everything you selected was for employee only.

Speaker speaker\_1: Okay.

Speaker speaker\_0: For the health insurance, and then the other two things that your form had wrong was that you placed that you wanted to change coverage but you never had benefits with Hospitality Staffing Solutions.

Speaker speaker\_1: Okay. I wasn't looking at that.

Speaker speaker\_0: And the la... Got you. And then the last thing will be the fact that you selected the preventative MEC Tiller Rx and you also selected the preventative and hospital

indemnity MEC Enhanced but you can't be enrolled into both of them.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So they enrolled you into the lowest costing, that preventative one.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: Of course. Were there any changes you wanted to make to the policy? So right now, it is only you on that policy for-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... the VIP standard, dental, vision, accident, behavior health, term life and that MEC Tiller Rx.

Speaker speaker\_1: Yes. Okay.

Speaker speaker\_0: So there's no changes you would like to make at the moment for that policy?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: Understood. Well, I'll go ahead and put a note in there so that representative knows you called back. Thank you so much for your time. I hope you have a wonderful rest of your day today.

Speaker speaker\_1: Thank you too.

Speaker speaker\_0: Thank you. Bye-bye.