

## **Transcript: Franchesca**

**Baez-4643982022230016-5629933305413632**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. How can I assist you today? Hi there. Um, I'm a new employee with Creative Circle and they, um, directed me to you to set up my health insurance. I'm sorry? I'm a new employee with Creative Circle, and they directed me to call you to, um, initiate my health insurance, health insurance benefits- What are the last four numbers of your Social Security card? ... for the benefits in the past. Yes, ma'am? Yeah, it's 2483. Hello? Yes, ma'am. Bear with me one moment, I'm waiting for the system to load. Okay. And the last name? Arceo, A-R-C-E-O. Please verify your mailing address and date of birth to ensure we're in the right file. Yeah, my mailing address is 433 Oak Manor Drive. And what was other piece of information you needed? Date of birth. Date of birth is February 13th, 1978. Thank you very much. I see here we have the fir- I mean, the best phone number to reach you down as 415 601-3346. That's it. And we have your email down as first and last name@Gmail.com. That's correct. Okay. So I do see here that you're currently a rehire with your staffing company. Mm-hmm. Yeah. It shows that the last representative, unfortunately, did not request the eligibility review, but in order for the system to let me process your enrollment, I have to request that from the first of- from the front office. Um, I know it's a little bit tight on time 'cause you do have to tomorrow 'cause Saturday, Sunday's, we close to enroll into benefits. Okay. So I'm gonna go ahead and request for them to do that eligibility review, advise them that, to please push it up to it being the one that they do as soon as possible. And then once they do advise me that clears up into the system, I'll be able to go ahead and give you a callback to get that enrollment processed. Okay. Now, did you have any questions about the plans that you are currently gonna be choosing to be enrolled into? Uh, no, I already, um, called, um, a couple weeks ago to, uh, get, um, information on the plan, so I, I have my plan preferences. All right. Okay, so as soon as I hear back from them, I'll give you a callback. Okay. So we can process that enrollment for you, okay? I do apologize for that inconvenience. That's okay. That's okay. Thank you so much for your help. Thank you for giving us a call. I'm looking forward to giving you that callback. Have a wonderful rest of your day. You too. Thanks. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: How can I assist you today?

Speaker speaker\_2: Hi there. Um, I'm a new employee with Creative Circle and they, um, directed me to you to set up my health insurance.

Speaker speaker\_1: I'm sorry?

Speaker speaker\_2: I'm a new employee with Creative Circle, and they directed me to call you to, um, initiate my health insurance, health insurance benefits-

Speaker speaker\_1: What are the last four numbers of your Social Security card?

Speaker speaker\_2: ... for the benefits in the past.

Speaker speaker\_1: Yes, ma'am?

Speaker speaker\_2: Yeah, it's 2483. Hello?

Speaker speaker\_1: Yes, ma'am. Bear with me one moment, I'm waiting for the system to load.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And the last name?

Speaker speaker\_2: Arceo, A-R-C-E-O.

Speaker speaker\_1: Please verify your mailing address and date of birth to ensure we're in the right file.

Speaker speaker\_2: Yeah, my mailing address is 433 Oak Manor Drive. And what was other piece of information you needed?

Speaker speaker\_1: Date of birth.

Speaker speaker\_2: Date of birth is February 13th, 1978.

Speaker speaker\_1: Thank you very much. I see here we have the fir- I mean, the best phone number to reach you down as 415 601-3346.

Speaker speaker\_2: That's it.

Speaker speaker\_1: And we have your email down as first and last name@Gmail.com.

Speaker speaker\_2: That's correct.

Speaker speaker\_1: Okay. So I do see here that you're currently a rehire with your staffing company.

Speaker speaker\_2: Mm-hmm. Yeah.

Speaker speaker\_1: It shows that the last representative, unfortunately, did not request the eligibility review, but in order for the system to let me process your enrollment, I have to request that from the first of- from the front office. Um, I know it's a little bit tight on time 'cause you do have to tomorrow 'cause Saturday, Sunday's, we close to enroll into benefits.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So I'm gonna go ahead and request for them to do that eligibility review, advise them that, to please push it up to it being the one that they do as soon as possible. And then once they do advise me that clears up into the system, I'll be able to go ahead and give you a callback to get that enrollment processed.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Now, did you have any questions about the plans that you are currently gonna be choosing to be enrolled into?

Speaker speaker\_2: Uh, no, I already, um, called, um, a couple weeks ago to, uh, get, um, information on the plan, so I, I have my plan preferences.

Speaker speaker\_1: All right. Okay, so as soon as I hear back from them, I'll give you a callback.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So we can process that enrollment for you, okay? I do apologize for that inconvenience.

Speaker speaker\_2: That's okay. That's okay. Thank you so much for your help.

Speaker speaker\_1: Thank you for giving us a call. I'm looking forward to giving you that callback. Have a wonderful rest of your day.

Speaker speaker\_2: You too. Thanks. Bye.