

Transcript: Francesca

Baez-4736801299939328-5833787486945280

Full Transcript

Thank you for calling Benefits Central, my name is Francesca. How can I assist you today? Yes, ma'am. I was... I was adding my wife a while ago to my insurance but I had to get her social and she... they said just call back. Okay. What staffing company are you with? It's, uh, SST, Superior Skilled Trades. And what are the last four of her social and the last name? 0836, and it's Joshua Lee. All right. Can you please verify that mailing address and date of birth for me, please? Yes, ma'am. It's 1600 Osborne Road, Picayune, Mississippi 39466. And you need a date of birth you said? Yes, sir. 09/01/93. All right. We have that. Contact number as 601-337-4006, same as the one you were called on? Yes, ma'am. And lastly, I see here that we have your email address as lee.josh.145@gmail.com? Yes, ma'am. All right. Okay. I see here that they left it with zeros for the time being. This is for Christina Lee, correct? Uh, it's Christa, C-H-R-I-S-T-A. All right. And then- And what will be that social number? Okay. You ready for it? Yes, sir. It's 426-79-3116. And would I show her date of birth down as February 10th, 1995? Yes, ma'am. All right. All set. Was there anything else besides from this that we can assist you with today? Uh, yes, ma'am. Uh, how does y'all spell her name in there? Oh, yes, sir. It was just like you stated, C-H-R-I-S-T-A. Okay. I just wanted to make sure. Uh, in order to do... I got a... we, we just now moved. I got a address that I need to change to. Okay. Go ahead. It's, uh, 1610. So it'd be 1610 Osborne Road. The same street, just a house or two down. And it will still be that same city, state and zip code, correct? So just the house number that's gonna change? Yes, ma'am. All right. So I went ahead and updated it. Your benefit card should be going to the new address since we have changed it prior to your policy being effective, and these type of changes usually take... I believe they told me it was 24 to 48 hours to reflect on their system, which in your particular case, Mr. Lee, is not going to effect since the policy is still... is not active till next Monday, the 5th. Okay. Well, I sure appreciate you. All right. Of course. Aside from updating that address and adding that social, was there anything else we can assist you with today? Uh, that should be it. So she'll be covered on my next month's stuff? Yes. So you should be seeing the deduction on your next pay stub since next Monday you're gonna be active. Okay. Well, I appreciate it. Of course. It was my pleasure. I hope you have a wonderful rest of your day. Yes, ma'am. You as well.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Central, my name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, ma'am. I was... I was adding my wife a while ago to my insurance but I had to get her social and she... they said just call back.

Speaker speaker_0: Okay. What staffing company are you with?

Speaker speaker_1: It's, uh, SST, Superior Skilled Trades.

Speaker speaker_0: And what are the last four of her social and the last name?

Speaker speaker_1: 0836, and it's Joshua Lee.

Speaker speaker_0: All right. Can you please verify that mailing address and date of birth for me, please?

Speaker speaker_1: Yes, ma'am. It's 1600 Osborne Road, Picayune, Mississippi 39466. And you need a date of birth you said?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: 09/01/93.

Speaker speaker_0: All right. We have that. Contact number as 601-337-4006, same as the one you were called on?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And lastly, I see here that we have your email address as lee.josh.145@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. Okay. I see here that they left it with zeros for the time being. This is for Christina Lee, correct?

Speaker speaker_1: Uh, it's Christa, C-H-R-I-S-T-A.

Speaker speaker_0: All right.

Speaker speaker_1: And then-

Speaker speaker_0: And what will be that social number?

Speaker speaker_1: Okay. You ready for it?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: It's 426-79-3116.

Speaker speaker_0: And would I show her date of birth down as February 10th, 1995?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. All set. Was there anything else besides from this that we can assist you with today?

Speaker speaker_1: Uh, yes, ma'am. Uh, how does y'all spell her name in there?

Speaker speaker_0: Oh, yes, sir. It was just like you stated, C-H-R-I-S-T-A.

Speaker speaker_1: Okay. I just wanted to make sure. Uh, in order to do... I got a... we, we just now moved. I got a address that I need to change to.

Speaker speaker_0: Okay. Go ahead.

Speaker speaker_1: It's, uh, 1610. So it'd be 1610 Osborne Road. The same street, just a house or two down.

Speaker speaker_0: And it will still be that same city, state and zip code, correct? So just the house number that's gonna change?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. So I went ahead and updated it. Your benefit card should be going to the new address since we have changed it prior to your policy being effective, and these type of changes usually take... I believe they told me it was 24 to 48 hours to reflect on their system, which in your particular case, Mr. Lee, is not going to effect since the policy is still... is not active till next Monday, the 5th.

Speaker speaker_1: Okay. Well, I sure appreciate you.

Speaker speaker_0: All right. Of course. Aside from updating that address and adding that social, was there anything else we can assist you with today?

Speaker speaker_1: Uh, that should be it. So she'll be covered on my next month's stuff?

Speaker speaker_0: Yes. So you should be seeing the deduction on your next pay stub since next Monday you're gonna be active.

Speaker speaker_1: Okay. Well, I appreciate it.

Speaker speaker_0: Of course. It was my pleasure. I hope you have a wonderful rest of your day.

Speaker speaker_1: Yes, ma'am. You as well.