

Transcript: Francesca

Baez-4820012694454272-5761367843225600

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 0000.com. My name is Francesca. How can I assist you today? Hi, Francesca. This is Norma Brooks. Yes, ma'am. How can I assist you today? Can you hear me? Mm-hmm. Okay. Can you pull up my records on the insurance? Sure thing, ma'am. Could I know the purpose of the call before we look for your account, if you don't mind? I'm sorry? Yes, ma'am. Could I know the purpose of the call before I pull up your account, if you don't mind? I need to know what the... what, what, what... um, what I must have done for our vision, dental, life insurance. Do you see what I'm saying to you? Are you trying to see what your policy has, plan-wise? Yes, correct. Okay. What staffing company do you work with? Serge. What are the last four of your Social? 8657. Could you please verify your mailing address and date of birth for security purposes? 413 Franklin Avenue, Waverly, Ohio, 45690. We have the best phone number to reach you down as 740-656-2844? That's correct. And what are your date of birth? 10/19/1964. We have your email down as normabetty21@yahoo.com? That's correct. So per our records, you don't currently have any active insurance since March 3rd, 2023, and you had dental and term life at that point. Okay. So what do I need to do to reinstate that? Let's see. You just want the same benefits, nothing additional? Uh, vision, dental and the life insurance. Can you send me a text message to my phone? No, ma'am. We're a call center, we don't have access to texting. Okay. I do have to send for them to do an eligibility review due to the fact that you have been a previous employee web search. The system won't allow me to process the enrollment on my own. It will take roughly 24 to 48 business hours for the front office to get back with me with that answer. Is there a specific time frame- They... They already did that. Have you heard anything? It's been over almost a month, ma'am. That was on October 30th. We're in November 22nd. I will have to request an additional eligibility review. Okay. That- That eligibility review from November 30th is no longer acceptable in the system. Is there a specific time frame where I should be giving you that callback? You can call me back on my cellphone. All right. And is any time okay? Any time's fine. All right. I'll give you that callback as soon as I hear from them. Thank you. My pleasure. Have a wonderful-

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 0000.com. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi, Francesca. This is Norma Brooks.

Speaker speaker_1: Yes, ma'am. How can I assist you today?

Speaker speaker_2: Can you hear me?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. Can you pull up my records on the insurance?

Speaker speaker_1: Sure thing, ma'am. Could I know the purpose of the call before we look for your account, if you don't mind?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Yes, ma'am. Could I know the purpose of the call before I pull up your account, if you don't mind?

Speaker speaker_2: I need to know what the... what, what, what... um, what I must have done for our vision, dental, life insurance. Do you see what I'm saying to you?

Speaker speaker_1: Are you trying to see what your policy has, plan-wise?

Speaker speaker_2: Yes, correct.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Serge.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 8657.

Speaker speaker_1: Could you please verify your mailing address and date of birth for security purposes?

Speaker speaker_2: 413 Franklin Avenue, Waverly, Ohio, 45690.

Speaker speaker_1: We have the best phone number to reach you down as 740-656-2844?

Speaker speaker_2: That's correct.

Speaker speaker_1: And what are your date of birth?

Speaker speaker_2: 10/19/1964.

Speaker speaker_1: We have your email down as normabetty21@yahoo.com?

Speaker speaker_2: That's correct.

Speaker speaker_1: So per our records, you don't currently have any active insurance since March 3rd, 2023, and you had dental and term life at that point.

Speaker speaker_2: Okay. So what do I need to do to reinstate that?

Speaker speaker_1: Let's see. You just want the same benefits, nothing additional?

Speaker speaker_2: Uh, vision, dental and the life insurance. Can you send me a text message to my phone?

Speaker speaker_1: No, ma'am. We're a call center, we don't have access to texting.

Speaker speaker_2: Okay.

Speaker speaker_1: I do have to send for them to do an eligibility review due to the fact that you have been a previous employee web search. The system won't allow me to process the enrollment on my own. It will take roughly 24 to 48 business hours for the front office to get back with me with that answer. Is there a specific time frame-

Speaker speaker_2: They... They already did that. Have you heard anything?

Speaker speaker_1: It's been over almost a month, ma'am. That was on October 30th. We're in November 22nd. I will have to request an additional eligibility review.

Speaker speaker_2: Okay. That-

Speaker speaker_1: That eligibility review from November 30th is no longer acceptable in the system. Is there a specific time frame where I should be giving you that callback?

Speaker speaker_2: You can call me back on my cellphone.

Speaker speaker_1: All right. And is any time okay?

Speaker speaker_2: Any time's fine.

Speaker speaker_1: All right. I'll give you that callback as soon as I hear from them.

Speaker speaker_2: Thank you.

Speaker speaker_1: My pleasure. Have a wonderful-