

Transcript: Francesca

Baez-4826735806201856-5750463549358080

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... your call. On behalf of Hospitality Staffing Solutions. Hello? Yes, hello, sir. My name is Francesca ... your card one more time, calling on behalf of Hospitality Staffing Solutions to speak with Mr. Walker. This is him. All right, sir. We're the company that administers health insurance that your staffing company offers. And we were processing the form you filled out on October 30th, 2024. We're calling 'cause you selected to have the VIP Standard Medical Plan for yourself and family. However, you didn't put your spouse or your children's information, sir. So we're going to collect it. I'm not, I'm not understanding. Yes, sir. Once again, we administer the health insurance, so we are the ones- Okay. ... that handle health insurance that Hospitality Staffing Solutions offers their employees. When you were- Okay. ... applying for benefits with them, or when you were putting in your employee application, there was a form for insurance with them. You selected VIP Standard- Okay. ... which is their medical plan and dental. However, you put that for the medical plan, you wanted it to be for employee and family. So we're calling to get your spouse and children's information. Uh, okay. Wha- what if I don't have that information on hand at the moment? I can go ahead and process it for employee only for the moment, and then when you do have it, you can give us a call back. 'cause either way- Okay. ... you won't have a deadline to start working with them. After your first paycheck, you'll have 30 days to make enrollment changes. But before you get to start your assignment with your staffing company, you'll have all that time before you start to make any changes to the policy as well. Okay. All right, so I'll go ahead and submit it for employee only, but you authorize Hospitality Staffing Solutions to make a deduction of \$20.19 per paycheck for the two plans you selected. Okay. All right, so you are all set, Mr. Walker. And once you have that information, if you'd like to put it in, you can simply call back at this number that we called you on today so that we can go ahead and add them to a policy. Okay? All right, I'm gonna save this number. All right, I hope you have a wonderful rest of your day. Thank you so much for taking my call today. You too, now take care. Thank you. Bye bye. Bye.

Conversation Format

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

Speaker speaker_1: ... your call. On behalf of Hospitality Staffing Solutions.

Speaker speaker_2: Hello?

Speaker speaker_1: Yes, hello, sir. My name is Francesca ... your card one more time, calling on behalf of Hospitality Staffing Solutions to speak with Mr. Walker.

Speaker speaker_2: This is him.

Speaker speaker_1: All right, sir. We're the company that administers health insurance that your staffing company offers. And we were processing the form you filled out on October 30th, 2024. We're calling 'cause you selected to have the VIP Standard Medical Plan for yourself and family. However, you didn't put your spouse or your children's information, sir. So we're going to collect it.

Speaker speaker_2: I'm not, I'm not understanding.

Speaker speaker_1: Yes, sir. Once again, we administer the health insurance, so we are the ones-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that handle health insurance that Hospitality Staffing Solutions offers their employees. When you were-

Speaker speaker_2: Okay.

Speaker speaker_1: ... applying for benefits with them, or when you were putting in your employee application, there was a form for insurance with them. You selected VIP Standard-

Speaker speaker_2: Okay.

Speaker speaker_1: ... which is their medical plan and dental. However, you put that for the medical plan, you wanted it to be for employee and family. So we're calling to get your spouse and children's information.

Speaker speaker_2: Uh, okay. Wha- what if I don't have that information on hand at the moment?

Speaker speaker_1: I can go ahead and process it for employee only for the moment, and then when you do have it, you can give us a call back. 'cause either way-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you won't have a deadline to start working with them. After your first paycheck, you'll have 30 days to make enrollment changes. But before you get to start your assignment with your staffing company, you'll have all that time before you start to make any changes to the policy as well.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, so I'll go ahead and submit it for employee only, but you authorize Hospitality Staffing Solutions to make a deduction of \$20.19 per paycheck for the two plans you selected.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, so you are all set, Mr. Walker. And once you have that information, if you'd like to put it in, you can simply call back at this number that we called you on today so that we can go ahead and add them to a policy. Okay?

Speaker speaker_2: All right, I'm gonna save this number.

Speaker speaker_1: All right, I hope you have a wonderful rest of your day. Thank you so much for taking my call today.

Speaker speaker_2: You too, now take care.

Speaker speaker_1: Thank you. Bye bye.

Speaker speaker_2: Bye.