

## **Transcript: Franchesca**

**Baez-4832846520827904-5834897214193664**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. My name is Francesca. How can I help you? Good afternoon, Francesca. Um, I, we received an email because we have, we enrolled in insurance and it says that we put dependents, but we don't have any dependents. We must have clicked something. I have to look at the account. Nothing pops up when you call in. What staffing company do you work with? Excuse me? Yes, ma'am. I said I have to look at your account, due to the fact that when you called in, nothing pops up to me. I wouldn't be able to- Oh. ... assist you without it. What staffing company do you work with? Oh, it's, um, Sunco. No, ma'am. The staffing company. Oh, um, a Terra? Excuse me? Oh, the te- the Terra or Tara? You mean Terra Staffing? Huh? Do you mean to say Terra- It's- ... Staffing? Yes. What are the last four of your Social? 4243. The last name, please? Quintana. Please verify your mailing address and your date of birth. 30890 West Camellia Avenue, Valdez, Arizona 85396 and it's Baltazar Quintana. We have best contact 831-707-8079. 72... 8-8076. And we have your email down as ronniequintana@yahoo.com? Yes. Go ahead. Bear with me one moment, ma'am. Unfortunately, there's no information on your account. I'll have to reach out to see if anybody knows something. Bear with me one minute. Okay. Thank you. Ma'am, are you sure your current enrollment is with Terra Staffing? Yes. So on this account it has not been touched since November. I don't see anything in regards to it in there. I would recommend- Well, I just called the, I just called the number that the email was sent to me, which is this one and let me- Yes, ma'am. And- ... let me see if he has a- Yes, ma'am. ... uh... It's okay, ma'am. Actually, just let me finish my explanation, please. So what I was trying to say, ma'am, on your account, the one for Terra Staffing, nobody has gone into it since last month, November. I do see that from our office email, an email was sent to you. What I would recommend doing, ma'am, more than likely you have a different staffing that is not Terra Staffing anymore. I recommend double checking because we work with more than one staffing company throughout the whole country. It could be that you have benefits or that you have worked with a different staffing company or submitted an application and that might be why specifically on your Terra Staffing account I don't see any notes on it. Does that make sense? Well, I got the email back there. No, it does not. So the email, regardless, it doesn't matter whether or not you received it. What I'm saying is that you gave me the wrong staffing company. If you received that email, it means that either you processed an enrollment online or we received a form and there was something wrong with it. Now, the fact that it was sent from our office email and your Terra Staffing account has no notes, it may...

### **Conversation Format**

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

Speaker speaker\_2: My name is Francesca. How can I help you?

Speaker speaker\_1: Good afternoon, Francesca. Um, I, we received an email because we have, we enrolled in insurance and it says that we put dependents, but we don't have any dependents. We must have clicked something.

Speaker speaker\_2: I have to look at the account. Nothing pops up when you call in. What staffing company do you work with?

Speaker speaker\_1: Excuse me?

Speaker speaker\_2: Yes, ma'am. I said I have to look at your account, due to the fact that when you called in, nothing pops up to me. I wouldn't be able to-

Speaker speaker\_1: Oh.

Speaker speaker\_2: ... assist you without it. What staffing company do you work with?

Speaker speaker\_1: Oh, it's, um, Sunco.

Speaker speaker\_2: No, ma'am. The staffing company.

Speaker speaker\_1: Oh, um, a Terra?

Speaker speaker\_2: Excuse me?

Speaker speaker\_1: Oh, the te- the Terra or Tara?

Speaker speaker\_2: You mean Terra Staffing?

Speaker speaker\_1: Huh?

Speaker speaker\_2: Do you mean to say Terra-

Speaker speaker\_1: It's-

Speaker speaker\_2: ... Staffing?

Speaker speaker\_1: Yes.

Speaker speaker\_2: What are the last four of your Social?

Speaker speaker\_1: 4243.

Speaker speaker\_2: The last name, please?

Speaker speaker\_1: Quintana.

Speaker speaker\_2: Please verify your mailing address and your date of birth.

Speaker speaker\_1: 30890 West Camellia Avenue, Valdez, Arizona 85396 and it's Baltazar Quintana.

Speaker speaker\_2: We have best contact 831-707-8079.

Speaker speaker\_1: 72... 8-8076.

Speaker speaker\_2: And we have your email down as ronniequintana@yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Go ahead. Bear with me one moment, ma'am. Unfortunately, there's no information on your account. I'll have to reach out to see if anybody knows something. Bear with me one minute.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Thank you. Ma'am, are you sure your current enrollment is with Terra Staffing?

Speaker speaker\_1: Yes.

Speaker speaker\_2: So on this account it has not been touched since November. I don't see anything in regards to it in there. I would recommend-

Speaker speaker\_1: Well, I just called the, I just called the number that the email was sent to me, which is this one and let me-

Speaker speaker\_2: Yes, ma'am. And-

Speaker speaker\_1: ... let me see if he has a-

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: ... uh...

Speaker speaker\_2: It's okay, ma'am. Actually, just let me finish my explanation, please. So what I was trying to say, ma'am, on your account, the one for Terra Staffing, nobody has gone into it since last month, November. I do see that from our office email, an email was sent to you. What I would recommend doing, ma'am, more than likely you have a different staffing that is not Terra Staffing anymore. I recommend double checking because we work with more than one staffing company throughout the whole country. It could be that you have benefits or that you have worked with a different staffing company or submitted an application and that might be why specifically on your Terra Staffing account I don't see any notes on it. Does that make sense?

Speaker speaker\_1: Well, I got the email back there. No, it does not.

Speaker speaker\_2: So the email, regardless, it doesn't matter whether or not you received it. What I'm saying is that you gave me the wrong staffing company. If you received that email, it means that either you processed an enrollment online or we received a form and there was something wrong with it. Now, the fact that it was sent from our office email and your Terra Staffing account has no notes, it may...