

Transcript: Francesca

Baez-4836977093328896-6042773340766208

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 00:00:06Carmen. My name is Francesca. How can I assist you today? Uh, yes, ma'am, I had just called a few minutes ago and got disconnected. Uh, I was calling about my benefits. I needed, uh, my wife's Social Security number need to be added. Sure thing. What staffing company do you work with? MAU. And what is the last four of your Social? 7616. And the last name, please? Schmidt. For security purposes, can you please verify your mailing address from your year date of birth? 275 Simonds Road, Taylor, South Carolina, January 25th, 1969. I have base number 864-275-7178, same as your call on today? Yes. And we have the email down as sammons275@aol.com. S-A-M-M-O-S 275@aol.com. Also, after the O, there's supposed to be an N between the O and the S. It's S-A-M-M-O-N-S. Okay, there we go. All right, and then this is for Ms. Daphne, correct? Yes. All right, you can go ahead with the Social number whenever you're ready. 655-097358. All right, all set. Was there anything else aside from adding that into the plan that you would like us to assist you with? Well, uh, she... I was just... The reason I got disconnected is I was on the phone with the doctor office. Mm-hmm. They were wantin' to schedule her an appointment for December 10th. Will that insurance be active at that time? So we wouldn't be able to actually advise you which specific day it will be active by just due to the fact that we don't have access to your paycheck. So that one to two weeks for them to start making the deductions is due to the fact that our system has to connect with your staffing company's system for them to start making the deductions. And then on their side, there's many factors that could make it delayed from more than one, two weeks. So we didn't really have an exact date that we can provide you of when the benefits will be active by. Okay. Okay. All right, well, I'll let them know that. All right. I do apologize for that inconvenience. 'Cause the best way that I can tell you when you'll get it is when you see that first paycheck following Monday, the benefits will be active. Okay, well, I'm, I'm gonna get... Yeah, that'll be week after next, so. I'll, I'll, uh, try to plan around that then. Understood. All right, I hope you have a wonderful rest of your day, and thank you for your time today. You too, thank you. No problem. Goodbye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 00:00:06Carmen. My name is Francesca. How can I assist you today?

Speaker speaker_2: Uh, yes, ma'am, I had just called a few minutes ago and got disconnected. Uh, I was calling about my benefits. I needed, uh, my wife's Social Security number need to be added.

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

Speaker speaker_2: MAU.

Speaker speaker_1: And what is the last four of your Social?

Speaker speaker_2: 7616.

Speaker speaker_1: And the last name, please?

Speaker speaker_2: Schmidt.

Speaker speaker_1: For security purposes, can you please verify your mailing address from your year date of birth?

Speaker speaker_2: 275 Simonds Road, Taylor, South Carolina, January 25th, 1969.

Speaker speaker_1: I have base number 864-275-7178, same as your call on today?

Speaker speaker_2: Yes.

Speaker speaker_1: And we have the email down as sammons275@aol.com.

Speaker speaker_2: S-A-M-M-O-S 275@aol.com.

Speaker speaker_1: Also, after the O, there's supposed to be an N between the O and the S.

Speaker speaker_2: It's S-A-M-M-O-N-S.

Speaker speaker_1: Okay, there we go. All right, and then this is for Ms. Daphne, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, you can go ahead with the Social number whenever you're ready.

Speaker speaker_2: 655-097358.

Speaker speaker_1: All right, all set. Was there anything else aside from adding that into the plan that you would like us to assist you with?

Speaker speaker_2: Well, uh, she... I was just... The reason I got disconnected is I was on the phone with the doctor office.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: They were wantin' to schedule her an appointment for December 10th. Will that insurance be active at that time?

Speaker speaker_1: So we wouldn't be able to actually advise you which specific day it will be active by just due to the fact that we don't have access to your paycheck. So that one to two

weeks for them to start making the deductions is due to the fact that our system has to connect with your staffing company's system for them to start making the deductions. And then on their side, there's many factors that could make it delayed from more than one, two weeks. So we didn't really have an exact date that we can provide you of when the benefits will be active by.

Speaker speaker_2: Okay. Okay. All right, well, I'll let them know that.

Speaker speaker_1: All right. I do apologize for that inconvenience. 'Cause the best way that I can tell you when you'll get it is when you see that first paycheck following Monday, the benefits will be active.

Speaker speaker_2: Okay, well, I'm, I'm gonna get... Yeah, that'll be week after next, so. I'll, I'll, uh, try to plan around that then.

Speaker speaker_1: Understood. All right, I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_2: You too, thank you.

Speaker speaker_1: No problem. Goodbye.