

Transcript: Francesca

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Full Transcript

You have to call in benefits, you know, for a minute with Francesca. How can I assist you today? Hi, uh, my name is Glenn Stokes. I just called a little while ago about my insurance. I ne- needed information from my son, he's on, he's supposed to be on there with me. Okay. What are the last four of the Social, the staffing company that you work with, and the last name? Excuse me? What are the last four of your Social, the staffing company that you work with, and your last name? Mm-hmm. Last 049192. Company is McErla, McErla, it's in Rocky Mountain, Virginia. 46D- With this sir, I'm looking for the staffing company. Um, hold on a second. Yeah, I'm waiting. Legal Staffing. And the last name? Excuse me? Your last name, sir. Stokes. Please verify your mailing address and date of birth. 2707 Columbus Drive, Bassett, Virginia 24055. My date of birth, 10-22-1970. We have best contact to 76340 or 101 with the email of dariussullivan28@gmail.com. And what is the first part of that? Dariussullivan28@gmail.com. No, no, that's not my email. And which email would you like to put on file? My email is glenn, G-L-E-N-N, stks, @gmail.com. So you're looking to change the coverage from employee plus spouse to employee plus child? Yes, that's what it was supposed to be. I don't know why they didn't send all the information, but... Adding the child into the policy will be a total deduction of 59.39 per paycheck. Do you authorize Glenn Gould Staffing to make those deductions? Yes. And what is the child's first and last name? Bryson, B-R-Y-S-O-N. Stokes, S-T-O-K-E-S. What is his Social? 226-99-3744. And his date of birth? April 16th, 2004. Were you looking to add another child or just him? Just him. Okay. So you are all set. Um, now it should take one to two weeks for them to start making the new deductions for the benefits of yourself and child rather than spouse. And when you get that first deduction, by the following Monday his policy is going to be effective. Okay. Uh, what my problem is... He was on the benefits before. And we- he hasn't had a doctor's appointment, but he has one coming up now. And now he's not on, on the benefits. Yes, sir. I do apologize for that inconvenience, but when your staffing company switched over to us being their insurance administrator, that's the enrollment information that they sent over. Unfortunately, there isn't any way for me to change this. It's a decide that the policy itself has a difference in size. Okay. This is crazy. Get outta here 'cause you know- I apologize, sir. All right. Thank you, ma'am. Thank you, ma'am. You're welcome. Have a great day. Too late.

Conversation Format

Speaker speaker_0: You have to call in benefits, you know, for a minute with Francesca. How can I assist you today?

Speaker speaker_1: Hi, uh, my name is Glenn Stokes. I just called a little while ago about my insurance. I ne- needed information from my son, he's on, he's supposed to be on there with me.

Speaker speaker_0: Okay. What are the last four of the Social, the staffing company that you work with, and the last name?

Speaker speaker_1: Excuse me?

Speaker speaker_0: What are the last four of your Social, the staffing company that you work with, and your last name?

Speaker speaker_1: Mm-hmm. Last 049192. Company is McErla, McErla, it's in Rocky Mountain, Virginia. 46D-

Speaker speaker_0: With this sir, I'm looking for the staffing company.

Speaker speaker_1: Um, hold on a second. Yeah, I'm waiting. Legal Staffing.

Speaker speaker_0: And the last name?

Speaker speaker_1: Excuse me?

Speaker speaker_0: Your last name, sir.

Speaker speaker_1: Stokes.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_1: 2707 Columbus Drive, Bassett, Virginia 24055. My date of birth, 10-22-1970.

Speaker speaker_0: We have best contact to 76340 or 101 with the email of dariussullivan28@gmail.com.

Speaker speaker_1: And what is the first part of that?

Speaker speaker_0: Dariussullivan28@gmail.com.

Speaker speaker_1: No, no, that's not my email.

Speaker speaker_0: And which email would you like to put on file?

Speaker speaker_1: My email is glenn, G-L-E-N-N, stks, @gmail.com.

Speaker speaker_2: So you're looking to change the coverage from employee plus spouse to employee plus child?

Speaker speaker_1: Yes, that's what it was supposed to be. I don't know why they didn't send all the information, but...

Speaker speaker_0: Adding the child into the policy will be a total deduction of 59.39 per paycheck. Do you authorize Glenn Gould Staffing to make those deductions?

Speaker speaker_1: Yes.

Speaker speaker_2: And what is the child's first and last name?

Speaker speaker_1: Bryson, B-R-Y-S-O-N. Stokes, S-T-O-K-E-S.

Speaker speaker_2: What is his Social?

Speaker speaker_1: 226-99-3744.

Speaker speaker_2: And his date of birth?

Speaker speaker_1: April 16th, 2004.

Speaker speaker_2: Were you looking to add another child or just him?

Speaker speaker_1: Just him.

Speaker speaker_2: Okay. So you are all set. Um, now it should take one to two weeks for them to start making the new deductions for the benefits of yourself and child rather than spouse. And when you get that first deduction, by the following Monday his policy is going to be effective.

Speaker speaker_1: Okay. Uh, what my problem is... He was on the benefits before. And we- he hasn't had a doctor's appointment, but he has one coming up now. And now he's not on, on the benefits.

Speaker speaker_2: Yes, sir. I do apologize for that inconvenience, but when your staffing company switched over to us being their insurance administrator, that's the enrollment information that they sent over. Unfortunately, there isn't any way for me to change this. It's a decide that the policy itself has a difference in size.

Speaker speaker_1: Okay. This is crazy. Get outta here 'cause you know-

Speaker speaker_0: I apologize, sir.

Speaker speaker_1: All right. Thank you, ma'am. Thank you, ma'am.

Speaker speaker_0: You're welcome. Have a great day.

Speaker speaker_1: Too late.