

Transcript: Francesca

Baez-4954087306608640-6055796078592000

Full Transcript

Thank you for calling Benefits in a Hurry. My name is Francesca. How can I assist you today? Um, Francesca, I'm just returning a call that I missed from this number. I'm not sure who I'm talking to now. Okay. Well, Benefits in a Hurry is for the health insurance of the staffing company, so they leave a voice message. Mm-hmm. There's a voice message tray. Okay. Cynthia Cross? Okay, uh, Ms. Cross, once again, did you receive a voice message with that missed call? Uh, when I touched voicemail, that's when it called you. Okay, so you were unable to listen to any voicemail that was left? Right. I will have to go into your account. I'm not sure what they were calling you for. Okay. Which staffing company do you work with? Um, Surge. What are the last four of your Social? 0542. Is, is this where I can, um, like change something to? For health coverage, honey. Oh, okay. Can you verify your mailing address and date of birth for me please? 5844 King St. Shreveport, Louisiana 71129. Um, you said date of birth, 7/30/63? We have vessel number 3187803628. Yes. And we have your email down as ccrainecross954@gmail.com? That's correct. So we have a pending enrollment that you had submitted, and you requested to have your spouse in a virtual primary care group accident life insurance and vision, but you didn't provide his information. Oh, okay. Yes, ma'am. So they were only able to process an enrollment 'cause if it was to become active and you're no longer eligible to make changes, you wouldn't be able to add him to the policy or request a reimbursement. So they switched it over to employee only. So they didn't... So I didn't get that accident policy or the... Switched it over to me only? Yes, because we weren't able to get ahold of you, they went ahead and just switched it over to employee only. Did you want to put him back on those four plans? Yes. Bare with me one moment. Okay. All right. So with adding your spouse in the policy, you're looking at 34.76 per paycheck. Do you authorize Search Staffing to make those deductions? Yes. And what is your spouse's first and last name? Calvin, C-A-L-V-I-N. Last name Cross, C-R-OSS. Do you have his Social by any chance? If not, that's okay. 433-11-1011. And what is his date of birth lastly? January 2nd, 1961. 1964, or '61, I'm sorry. Uh, 1961. '61. Mm-hmm. All right, Mr. Cross, you are all set. We went ahead and added him back to those four plans again. Okay. Now how do I get with, to change my, uh, W-2? That will be with Search Staffing directly. I'm not 100% sure who, but I feel like it might be between payroll or HR. Okay. Thank you so much. Of course. Was there anything else we can assist you with today? Uh, no, that's it. Thank you. Have a wonderful rest of your day. Thank you for your time today. Uh-huh. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Hurry. My name is Francesca. How can I assist you today?

Speaker speaker_1: Um, Francesca, I'm just returning a call that I missed from this number. I'm not sure who I'm talking to now.

Speaker speaker_0: Okay. Well, Benefits in a Hurry is for the health insurance of the staffing company, so they leave a voice message.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: There's a voice message tray.

Speaker speaker_1: Okay. Cynthia Cross?

Speaker speaker_0: Okay, uh, Ms. Cross, once again, did you receive a voice message with that missed call?

Speaker speaker_1: Uh, when I touched voicemail, that's when it called you.

Speaker speaker_0: Okay, so you were unable to listen to any voicemail that was left?

Speaker speaker_1: Right.

Speaker speaker_0: I will have to go into your account. I'm not sure what they were calling you for.

Speaker speaker_1: Okay.

Speaker speaker_0: Which staffing company do you work with?

Speaker speaker_1: Um, Surge.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 0542. Is, is this where I can, um, like change something to?

Speaker speaker_0: For health coverage, honey.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Can you verify your mailing address and date of birth for me please?

Speaker speaker_1: 5844 King St. Shreveport, Louisiana 71129. Um, you said date of birth, 7/30/63?

Speaker speaker_0: We have vessel number 3187803628.

Speaker speaker_1: Yes.

Speaker speaker_0: And we have your email down as ccrainecross954@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: So we have a pending enrollment that you had submitted, and you requested to have your spouse in a virtual primary care group accident life insurance and vision, but you didn't provide his information.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yes, ma'am. So they were only able to process an enrollment 'cause if it was to become active and you're no longer eligible to make changes, you wouldn't be able to add him to the policy or request a reimbursement. So they switched it over to employee only.

Speaker speaker_1: So they didn't... So I didn't get that accident policy or the... Switched it over to me only?

Speaker speaker_0: Yes, because we weren't able to get ahold of you, they went ahead and just switched it over to employee only. Did you want to put him back on those four plans?

Speaker speaker_1: Yes.

Speaker speaker_0: Bare with me one moment.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. So with adding your spouse in the policy, you're looking at 34.76 per paycheck. Do you authorize Search Staffing to make those deductions?

Speaker speaker_1: Yes.

Speaker speaker_0: And what is your spouse's first and last name?

Speaker speaker_1: Calvin, C-A-L-V-I-N. Last name Cross, C-R-OSS.

Speaker speaker_0: Do you have his Social by any chance? If not, that's okay.

Speaker speaker_1: 433-11-1011.

Speaker speaker_0: And what is his date of birth lastly?

Speaker speaker_1: January 2nd, 1961.

Speaker speaker_0: 1964, or '61, I'm sorry.

Speaker speaker_1: Uh, 1961.

Speaker speaker_0: '61.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right, Mr. Cross, you are all set. We went ahead and added him back to those four plans again.

Speaker speaker_1: Okay. Now how do I get with, to change my, uh, W-2?

Speaker speaker_0: That will be with Search Staffing directly. I'm not 100% sure who, but I feel like it might be between payroll or HR.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: Of course. Was there anything else we can assist you with today?

Speaker speaker_1: Uh, no, that's it. Thank you.

Speaker speaker_0: Have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_1: Uh-huh. Bye-bye.

Speaker speaker_0: Bye.