

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in Oak Hill. My name is Francesca. How can I assist you today? Yeah, I got a question. I am, uh, I'm working on Dentsu. Uh... Uh, right now, I am not hiring people 'cause I working on, uh, one week. Okay, sir, what was your question? I'm sorry. Yeah, I have question. Right now, I do not have, uh, uh, insurance so, uh, I need, I need to, uh, refill my medicine so how can I do? Okay, so you're trying to enroll into Benefits, then? Yeah. Okay. Which staffing company do you work with? Uh, Dentsu. No, sir, what- Um... ... staffing company do you work with? Uh, WSI. I'm sorry? Um, WSI. WSI, WorkSource Strategy? Yes. Yeah. And what are the last number Social? Oh, no, sir. Uh, um, 8631-7627. And what is the last name? Uh, K-I-M. Kim. Please verify your mailing address and date of birth. Uh, it is, uh, 1109. 1109 South 24th Street. Okay, sir, you're missing that date of birth, please. Oh, okay. 1109, uh, w- wait a minute. I have to complete this address. Uh, 1109 South 24TH Street. Then, then the create, uh, unit of a zip code? No, sir, I asked for your date of birth. Okay, August 4th, 1987. I have your best phone number down as 502-996-1205. Yeah, it's correct. May I have your email as your last name, your first name @gmail.com? Yep. Did you started working yet? Yeah, I was there working for, uh, uh, one week. One week here. Okay, so that would explain it. You currently don't have any benefits. We're still waiting on the activation payment for your policy of that medical vision and group accident plan that you requested- Mm-hmm. ... to be enrolled into. So you have- Oh. ... to wait 'til you start working and once you start working and see the deduction of \$23.95, following Monday of that deduction will be when you'll become active. Oh. So how long, uh, I will be wait? Two week or, two week like that? Yes, sir, either one or two weeks. And as soon as you see \$23.95 being deducted from the paycheck for insurance by one- Okay. ... will be when your policy's effective. Oh. So I'm in, uh, right now. Uh, my medicine's already gone, so can I pay by myself like that? No, sir, these benefits are only available for actively working employees, and the payments for them have to come from a pay stub. So your staffing company- Mm-hmm. ... has to take it out of your paycheck. You can't pay out of pocket to activate it. Okay. Oh. So I can, I can be useful, uh, next week? I cannot guarantee that either, sir. We need to speak, I mean, we need to wait, sorry. We need to wait to receive payment for your policy to be effective. We don't have ac- Oh. ... paycheck, only WSI does. So we can't really- Yeah. ... give you an exact date of when they'll take it out of your paycheck. Okay. Oh, so paycheck will be coming on Friday? Okay. So once you get that paycheck, see if they made the deduction for the insurance. If they did, then the following- Okay. ... of that paycheck will be when you're active. Okay. So, uh, usually to get a paycheck, I need to call back or h- how can I do? No, sir. When you get that paycheck, if you do see that you're being deducted for insurance on the paycheck, following Monday- Yeah. ... of that paycheck will be when you become active and you can give us a call by then. To get the policy- Okay. ... information, I will recommend calling back at Wednesday

'cause that's usually when we have access to the digital information of the policies. All right. All right, thank you so much. Of course. Was there anything else I can assist you with today? Uh, this is, thank you so much for your time. I'm sorry? Oh, thank you. Thank you. This is it. Thank you. Oh, my pleasure. Have a great day. Yeah.

Conversation Format

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

Speaker speaker_1: Yeah, I got a question. I am, uh, I'm working on Dentsu. Uh... Uh, right now, I am not h- hiring people 'cause I working on, uh, one week.

Speaker speaker_0: Okay, sir, what was your question? I'm sorry.

Speaker speaker_1: Yeah, I have question. Right now, I do not have, uh, uh, uh, insurance so, uh, I need, I need to, uh, refill my medicine so how can I do?

Speaker speaker_0: Okay, so you're trying to enroll into Benefits, then?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Which staffing company do you work with?

Speaker speaker_1: Uh, Dentsu.

Speaker speaker_0: No, sir, what-

Speaker speaker_1: Um...

Speaker speaker_0: ... staffing company do you work with?

Speaker speaker_1: Uh, WSI.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Um, WSI.

Speaker speaker_0: WSI, WorkSource Strategy?

Speaker speaker_1: Yes. Yeah.

Speaker speaker_0: And what are the last number Social?

Speaker speaker_1: Oh, no, sir. Uh, um, 8631-7627.

Speaker speaker_0: And what is the last name?

Speaker speaker_1: Uh, K-I-M. Kim.

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

Speaker speaker_1: Uh, it is, uh, 1109. 1109 South 24th Street.

Speaker speaker_0: Okay, sir, you're missing that date of birth, please.

Speaker speaker_1: Oh, okay. 1109, uh, w- wait a minute. I have to complete this address. Uh, 1109 South 24TH Street. Then, then the create, uh, unit of a zip code?

Speaker speaker_0: No, sir, I asked for your date of birth.

Speaker speaker_1: Okay, August 4th, 1987.

Speaker speaker_0: I have your best phone number down as 502-996-1205.

Speaker speaker_1: Yeah, it's correct.

Speaker speaker_0: May I have your email as your last name, your first name @gmail.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Did you started working yet?

Speaker speaker_1: Yeah, I was there working for, uh, uh, one week. One week here.

Speaker speaker_0: Okay, so that would explain it. You currently don't have any benefits. We're still waiting on the activation payment for your policy of that medical vision and group accident plan that you requested-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... to be enrolled into. So you have-

Speaker speaker_1: Oh.

Speaker speaker_0: ... to wait 'til you start working and once you start working and see the deduction of \$23.95, following Monday of that deduction will be when you'll become active.

Speaker speaker_1: Oh. So how long, uh, I will be wait? Two week or, two week like that?

Speaker speaker_0: Yes, sir, either one or two weeks. And as soon as you see \$23.95 being deducted from the paycheck for insurance by one-

Speaker speaker_1: Okay.

Speaker speaker_0: ... will be when your policy's effective.

Speaker speaker_1: Oh. So I'm in, uh, right now. Uh, my medicine's already gone, so can I pay by myself like that?

Speaker speaker_0: No, sir, these benefits are only available for actively working employees, and the payments for them have to come from a pay stub. So your staffing company-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... has to take it out of your paycheck. You can't pay out of pocket to activate it.

Speaker speaker_1: Okay. Oh. So I can, I can be useful, uh, next week?

Speaker speaker_0: I cannot guarantee that either, sir. We need to speak, I mean, we need to wait, sorry. We need to wait to receive payment for your policy to be effective. We don't have ac-

Speaker speaker_1: Oh.

Speaker speaker_0: ... paycheck, only WSI does. So we can't really-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... give you an exact date of when they'll take it out of your paycheck.

Speaker speaker_1: Okay. Oh, so paycheck will be coming on Friday?

Speaker speaker_0: Okay. So once you get that paycheck, see if they made the deduction for the insurance. If they did, then the following-

Speaker speaker_1: Okay.

Speaker speaker_0: ... of that paycheck will be when you're active.

Speaker speaker_1: Okay. So, uh, usually to get a paycheck, I need to call back or h- how can I do?

Speaker speaker_0: No, sir. When you get that paycheck, if you do see that you're being deducted for insurance on the paycheck, following Monday-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... of that paycheck will be when you become active and you can give us a call by then. To get the policy-

Speaker speaker_1: Okay.

Speaker speaker_0: ... information, I will recommend calling back at Wednesday 'cause that's usually when we have access to the digital information of the policies.

Speaker speaker_1: All right. All right, thank you so much.

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

Speaker speaker_1: Uh, this is, thank you so much for your time.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Oh, thank you. Thank you. This is it. Thank you.

Speaker speaker_0: Oh, my pleasure. Have a great day.

Speaker speaker_1: Yeah.