

Transcript: Francesca

Baez-5000841110798336-6196628188610560

Full Transcript

Hello? Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca. I'm in a f10 car looking to speak with Mr. Jenkins on behalf of OnTrak Staffing. Oh, how are you doing? Good. How are you today? I'm okay. We'll be giving you a call, sir, regarding your recent enrollment that you processed online yesterday for a medical plan for yourself and spouse. Uh-huh. Um, you did not put her information in it. Your staffing company does require at least first and last name and date of birth- Okay. ... for the dependents. Okay. Okay. Okay. I'll go put it in. I'm sorry. It's okay. Actually, if you have about two minutes, I can actually put it in for you. All right. Let me see. All right. And then I just need her first and last name. Hey, we might get cut off here in a second. Just, uh, call you back. We'll call right back. Okay.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Good afternoon. My name is Francesca. I'm in a f10 car looking to speak with Mr. Jenkins on behalf of OnTrak Staffing.

Speaker speaker_0: Oh, how are you doing?

Speaker speaker_2: Good. How are you today?

Speaker speaker_0: I'm okay.

Speaker speaker_2: We'll be giving you a call, sir, regarding your recent enrollment that you processed online yesterday for a medical plan for yourself and spouse.

Speaker speaker_0: Uh-huh.

Speaker speaker_2: Um, you did not put her information in it. Your staffing company does require at least first and last name and date of birth-

Speaker speaker_0: Okay.

Speaker speaker_2: ... for the dependents.

Speaker speaker_0: Okay. Okay. Okay. I'll go put it in. I'm sorry.

Speaker speaker_2: It's okay. Actually, if you have about two minutes, I can actually put it in for you.

Speaker speaker_0: All right. Let me see.

Speaker speaker_2: All right. And then I just need her first and last name.

Speaker speaker_0: Hey, we might get cut off here in a second. Just, uh, call you back. We'll call right back.

Speaker speaker_2: Okay.