

Transcript: Francesca

Baez-5037820973596672-6353143098163200

Full Transcript

Thank you for calling Benefits 10-0-5. My name is Francesca. How can I assist you today? Hi, Francesca. My name is Tina. I'm calling to make sure my insurance is active, um, and if I can get the insurance information. Sure thing. What staffing company do you work with? Um, Nor Staffing. What is the last four of the Social? 1431. Could you please verify your mailing address and date of birth to make sure I have the right account in front of me? 6 South Clark Avenue, St. Louis, Missouri, 63135. January 3rd, 1984. We have that contact same as the one you called on, 202-492-9449? Yes. And we show your email as your first name, letter art, last name @ gmail.com? Yes. So actually, we were notified by Nor Staffing last month to remove you from- Okay. ... the enrollment request and to deactivate deductions for you. So currently, you do not have any active coverage. So when will it be active? Because I've sent in... I've done all the forms. I never should have been removed. So as of right now, you don't have any enrollment being processed. Oh my gosh. But I have deductions coming out of my paycheck. We have not received any deductions. Oh my gosh. Okay, let me call them. Understood. Have a great day. Thank you. You too. You're welcome.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-0-5. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Francesca. My name is Tina. I'm calling to make sure my insurance is active, um, and if I can get the insurance information.

Speaker speaker_0: Sure thing. What staffing company do you work with?

Speaker speaker_1: Um, Nor Staffing.

Speaker speaker_0: What is the last four of the Social?

Speaker speaker_1: 1431.

Speaker speaker_0: Could you please verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker_1: 6 South Clark Avenue, St. Louis, Missouri, 63135. January 3rd, 1984.

Speaker speaker_0: We have that contact same as the one you called on, 202-492-9449?

Speaker speaker_1: Yes.

Speaker speaker_0: And we show your email as your first name, letter art, last name @gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: So actually, we were notified by Nor Staffing last month to remove you from-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the enrollment request and to deactivate deductions for you. So currently, you do not have any active coverage.

Speaker speaker_1: So when will it be active? Because I've sent in... I've done all the forms. I never should have been removed.

Speaker speaker_0: So as of right now, you don't have any enrollment being processed.

Speaker speaker_1: Oh my gosh. But I have deductions coming out of my paycheck.

Speaker speaker_0: We have not received any deductions.

Speaker speaker_1: Oh my gosh. Okay, let me call them.

Speaker speaker_0: Understood. Have a great day.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: You're welcome.