

## **Transcript: Francesca**

**Baez-5261394364383232-5201599745802240**

### **Full Transcript**

Hello. Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca, a beneficiary card looking to speak with Ms. Jackson on behalf of WorkSmart Staffing. WorkSmart? Uh, that's, that's my wife. Uh, what's going on? Okay. Um, we were calling regarding a text message she received. Is she available to speak with us? Her text message did not, uh... Was it one a few minute, few, few minutes ago from Sim- from SIM 347? I believe so. It was replied back. Who is this? Uh, this is her husband. Okay. Um, so since it is just general information, I'll be able to pass on the message to you. Um, if you don't mind passing it on to your spouse as well. Okay, got you. But I'm reading the message right now and it says a lapse in coverage in payroll. Uh, make a payment. Make a what payment? 'Cause we ain't paying nobody nothing back. So, I'm not sure if your spouse remembers, but around the month of February, specifically the last one went out on February 27th, the system advised her that her staffing company has auto enrollment policy. More than likely, I can't verify, but if she did not enroll into coverage or request it, and if she did not decline, more than likely that message is informing that the auto enrollment coverage she was enrolled into had a lapse in coverage. But if she stopped working with WorkSmart, she can simply ignore the messages. She's not... More than likely gonna get three more, 'cause up to four weeks when you have a coverage with the staffing companies and there's no payment coming out of a paycheck that they issue to you- Yeah. ... the policy just cancels themself out. Oh, okay. Okay. All right. Okay. So hold, one second, let me get back to her. Oh, okay. I, I was just wanting to make sure it wasn't nothing going on, 'cause we got a bill we gotta pay then. But, no, man, she's, uh, currently working at Anderson right now. She's not working through y'all anymore. So like you said, though, if, if, if it don't happen no more, it just cancel out like you said, right? That is correct. Yeah. So she's probably gonna get two or three more of those message notifications. She can ignore them. Okay. Well, it's, but, okay, it's all good, then. I will let her know I'ma pick her up from work tonight 'cause I, I got it earlier while talking to her on, on break time and I was like, "What in the hell is this?" Okay. I got you. Yes, ma'am. I got you. Thank you for taking the call. Have a great day. You too. Thank you very much. Have a blessed day. Thank you. Mm-hmm. Bye. You too. Bye-bye.

### **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, a beneficiary card looking to speak with Ms. Jackson on behalf of WorkSmart Staffing.

Speaker speaker\_0: WorkSmart? Uh, that's, that's my wife. Uh, what's going on?

Speaker speaker\_2: Okay. Um, we were calling regarding a text message she received. Is she available to speak with us?

Speaker speaker\_0: Her text message did not, uh... Was it one a few minute, few, few minutes ago from Sim- from SIM 347?

Speaker speaker\_2: I believe so. It was replied back. Who is this?

Speaker speaker\_0: Uh, this is her husband.

Speaker speaker\_2: Okay. Um, so since it is just general information, I'll be able to pass on the message to you. Um, if you don't mind passing it on to your spouse as well.

Speaker speaker\_0: Okay, got you. But I'm reading the message right now and it says a lapse in coverage in payroll. Uh, make a payment. Make a what payment? 'Cause we ain't paying nobody nothing back.

Speaker speaker\_2: So, I'm not sure if your spouse remembers, but around the month of February, specifically the last one went out on February 27th, the system advised her that her staffing company has auto enrollment policy. More than likely, I can't verify, but if she did not enroll into coverage or request it, and if she did not decline, more than likely that message is informing that the auto enrollment coverage she was enrolled into had a lapse in coverage. But if she stopped working with WorkSmart, she can simply ignore the messages. She's not... More than likely gonna get three more, 'cause up to four weeks when you have a coverage with the staffing companies and there's no payment coming out of a paycheck that they issue to you-

Speaker speaker\_0: Yeah.

Speaker speaker\_2: ... the policy just cancels themselves out.

Speaker speaker\_0: Oh, okay. Okay. All right. Okay. So hold, one second, let me get back to her. Oh, okay. I, I was just wanting to make sure it wasn't nothing going on, 'cause we got a bill we gotta pay then. But, no, man, she's, uh, currently working at Anderson right now. She's not working through y'all anymore. So like you said, though, if, if, if it don't happen no more, it just cancel out like you said, right?

Speaker speaker\_2: That is correct. Yeah. So she's probably gonna get two or three more of those message notifications. She can ignore them.

Speaker speaker\_0: Okay. Well, it's, but, okay, it's all good, then. I will let her know I'ma pick her up from work tonight 'cause I, I got it earlier while talking to her on, on break time and I was like, "What in the hell is this?" Okay. I got you. Yes, ma'am. I got you.

Speaker speaker\_2: Thank you for taking the call. Have a great day.

Speaker speaker\_0: You too. Thank you very much. Have a blessed day. Thank you.  
Mm-hmm. Bye.

Speaker speaker\_2: You too. Bye-bye.