

Transcript: Francesca

Baez-5324434106400768-5940713192341504

Full Transcript

Thank you for calling Benefits 10-0-4. My name is Francesca. How can I assist you today?

Um, hi, Francesca. Um, I'm actually calling because I, I actually signed up for insurance through you guys last week and sh- the lady told me if I didn't get a, uh, email to do everything by Tuesday to give you a call, and I still have not received no email. Um, let's take a look and see what you're enrolled into. What staffing company do you work with? Uh, Crown Staffing. What are the last four of the SSN? 2032. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Yeah, it's, uh, 09-18-2001 and the address is 582 Broadway Street, Austin, Indiana. We have best contact 812-405-0084 with the email of joshlastname20@gmail.com. Yes, ma'am. Um, sir, I was the one that enrolled you on the 10th. Remember I advised you that it takes one to two weeks for them to start making your deductions? You're not gonna get that email 'til you then see that first deduction being made 'cause the email you're waiting on- Oh. ... is the digital copy of the benefit card. Oh, okay. Okay, okay. I- I just didn't know. I just wanted to make sure. It's okay. And- So once you see- And could I go- Hmm? Sorry, but... Sorry. Go ahead. I'm sorry. No, no. I was just gonna say, once you see that first deduction being made on your paycheck of the 11/66, following Monday is gonna be when that becomes effective and you won't get that email 'til Friday of that week. Okay. Okay. And, uh, I- I- I figure I'd just ask, is there any way to, like, change something on the policy or is it too late for that? You're still eligible for the changes. The only thing is, that first policy has already been sent to the system of your staffing company, so those changes are not gonna reflect right away. It will still take one to two weeks from today for that change to happen. So you're gonna have- Okay. ... more than likely one or two weeks with this current policy that you submitted last week. Okay. That's, uh, yeah, that'll be fine. I was actually just trying to change the dental policy. I was trying to see what, like, what's the next one up from the one I have? There's only one dental plan being offered. Oh, okay. Okay. Well, then nevermind then. Everything's good then. Understood. Was there anything else we can assist you with aside from that? Um, no, ma'am. Thank you so much and sorry to bother. It's okay. That's why we're here for. It was no bother. I hope you have a wonderful rest of your day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-0-4. My name is Francesca. How can I assist you today?

Speaker speaker_1: Um, hi, Francesca. Um, I'm actually calling because I, I actually signed up for insurance through you guys last week and sh- the lady told me if I didn't get a, uh, email to do everything by Tuesday to give you a call, and I still have not received no email.

Speaker speaker_0: Um, let's take a look and see what you're enrolled into. What staffing company do you work with?

Speaker speaker_1: Uh, Crown Staffing.

Speaker speaker_0: What are the last four of the SSN?

Speaker speaker_1: 2032.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Yeah, it's, uh, 09-18-2001 and the address is 582 Broadway Street, Austin, Indiana.

Speaker speaker_0: We have best contact 812-405-0084 with the email of joshlastname20@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Um, sir, I was the one that enrolled you on the 10th. Remember I advised you that it takes one to two weeks for them to start making your deductions? You're not gonna get that email 'til you then see that first deduction being made 'cause the email you're waiting on-

Speaker speaker_1: Oh.

Speaker speaker_0: ... is the digital copy of the benefit card.

Speaker speaker_1: Oh, okay. Okay, okay. I- I just didn't know. I just wanted to make sure.

Speaker speaker_0: It's okay.

Speaker speaker_1: And-

Speaker speaker_0: So once you see-

Speaker speaker_1: And could I go-

Speaker speaker_0: Hmm?

Speaker speaker_1: Sorry, but... Sorry. Go ahead. I'm sorry.

Speaker speaker_0: No, no. I was just gonna say, once you see that first deduction being made on your paycheck of the 11/66, following Monday is gonna be when that becomes effective and you won't get that email 'til Friday of that week.

Speaker speaker_1: Okay. Okay. And, uh, I- I- I figure I'd just ask, is there any way to, like, change something on the policy or is it too late for that?

Speaker speaker_0: You're still eligible for the changes. The only thing is, that first policy has already been sent to the system of your staffing company, so those changes are not gonna reflect right away. It will still take one to two weeks from today for that change to happen. So you're gonna have-

Speaker speaker_1: Okay.

Speaker speaker_0: ... more than likely one or two weeks with this current policy that you submitted last week.

Speaker speaker_1: Okay. That's, uh, yeah, that'll be fine. I was actually just trying to change the dental policy. I was trying to see what, like, what's the next one up from the one I have?

Speaker speaker_0: There's only one dental plan being offered.

Speaker speaker_1: Oh, okay. Okay. Well, then nevermind then. Everything's good then.

Speaker speaker_0: Understood. Was there anything else we can assist you with aside from that?

Speaker speaker_1: Um, no, ma'am. Thank you so much and sorry to bother.

Speaker speaker_0: It's okay. That's why we're here for. It was no bother. I hope you have a wonderful rest of your day.

Speaker speaker_1: You too. Bye-bye.