Transcript: Franchesca Baez-5345722188218368-5062398093869056

Full Transcript

Thank you for calling Benefits in No Cry. My name is Francesca. How can I assist you today? Hi. Um, my HR lady told me to call this number to add a dependent onto my insurance. What staffing company do you work with? The Ruskin Temp Company, um, Johnson Controls I think is what it's called now. You said Johnson Controls? Yeah, in Parsons, Kansas. So I currently don't have any staffing companies by that name on our list. What are we called again? Not Johnson Controls but- Ruskin. Ruskins. R-U-S-K-I-N. It's just Ruskins? Yeah. No, no S. R-U-S-K-I-N. Well, what about the temp company? DTC. DTC, ma'am. I'm so sorry. I knew it was something like that. We just switched over so there's a little, little bit of confusion. Our temp is DTC. And what, you want the last four of the Social? What was that? I'm so sorry. The last four digits of your Social. My Social? Mm-hmm. The last four digits are 4543. And the last name? Fosnight, F-O-S-N-I-G-H-T. I need to make sure that I have the right account in front of me. Can you please verify your mailing address and date of birth for me? 921 East 5th Street, Cherryville, Kansas 67335. And then my... Did you say my... You want my phone number? Tell me your date of birth. Oh, date of birth, sorry. November 17th, 2001. We have that phone number to reach you down as 620-212-5910. Yes, ma'am. And we have your email down last name first name at gmail.com. Mm-hmm. Okay. It shows here that the dependent that we currently have in your policy which started yesterday is Joseph Scott Dunrue. Were you calling to add someone else? No, uh, just him, but I didn't have my Social Secur- his Social Security number on me when I was inputting that information. So I didn't know if, if you guys still needed that. We actually also do have his. Do you have a Social Security number? From the looks of it, based on the Diapion submission, yes. Oh, I see what the system did. It put your Social as his Social. Ah. Yeah, because I thought that too. Yeah, I thought so too. The last four was the same one. The last one was what? I'm sorry. The last four of the Social that we have on record for him were the same as your last one, so I was like, let me double check. Uh-huh. Yeah, I've got his in front of me if you, if we wanted to put that down. All right, go ahead. His is 729-68-9419. And then we had his date of birth down as March 20th, 2024. Yes, ma'am. All right, so you should be all set. And let me take a look and double check. All right, so everything else is good to go. All right, thank you so much. Of course. It was my pleasure. Was there anything else we can assist you with today? I don't think so. I think that covers it. All right, thank you so much for your time today. Have a wonderful rest of your day. Thank you. Have a nice day. Bye. Thank you. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in No Cry. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. Um, my HR lady told me to call this number to add a dependent onto my insurance.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: The Ruskin Temp Company, um, Johnson Controls I think is what it's called now.

Speaker speaker_0: You said Johnson Controls?

Speaker speaker_1: Yeah, in Parsons, Kansas.

Speaker speaker_0: So I currently don't have any staffing companies by that name on our list.

Speaker speaker_1: What are we called again? Not Johnson Controls but-

Speaker speaker_2: Ruskin.

Speaker speaker_1: Ruskins.

Speaker speaker_2: R-U-S-K-I-N.

Speaker speaker_1: It's just Ruskins?

Speaker speaker_2: Yeah. No, no S. R-U-S-K-I-N.

Speaker speaker_1: Well, what about the temp company?

Speaker speaker_2: DTC.

Speaker speaker_1: DTC, ma'am. I'm so sorry. I knew it was something like that. We just switched over so there's a little, little bit of confusion.

Speaker speaker_2: Our temp is DTC.

Speaker speaker_0: And what, you want the last four of the Social?

Speaker speaker_1: What was that? I'm so sorry.

Speaker speaker_0: The last four digits of your Social.

Speaker speaker_1: My Social?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: The last four digits are 4543.

Speaker speaker_0: And the last name?

Speaker speaker_1: Fosnight, F-O-S-N-I-G-H-T.

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

Speaker speaker_1: 921 East 5th Street, Cherryville, Kansas 67335. And then my... Did you say my... You want my phone number?

Speaker speaker_0: Tell me your date of birth.

Speaker speaker_1: Oh, date of birth, sorry. November 17th, 2001.

Speaker speaker_0: We have that phone number to reach you down as 620-212-5910.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And we have your email down last name first name at gmail.com.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. It shows here that the dependent that we currently have in your policy which started yesterday is Joseph Scott Dunrue. Were you calling to add someone else?

Speaker speaker_1: No, uh, just him, but I didn't have my Social Secur- his Social Security number on me when I was inputting that information. So I didn't know if, if you guys still needed that.

Speaker speaker_0: We actually also do have his.

Speaker speaker_1: Do you have a Social Security number?

Speaker speaker_0: From the looks of it, based on the Diapion submission, yes. Oh, I see what the system did. It put your Social as his Social. Ah. Yeah, because I thought that too.

Speaker speaker_1: Yeah, I thought so too.

Speaker speaker_0: The last four was the same one.

Speaker speaker_1: The last one was what? I'm sorry.

Speaker speaker_0: The last four of the Social that we have on record for him were the same as your last one, so I was like, let me double check.

Speaker speaker_1: Uh-huh. Yeah, I've got his in front of me if you, if we wanted to put that down.

Speaker speaker_0: All right, go ahead.

Speaker speaker_1: His is 729-68-9419.

Speaker speaker_0: And then we had his date of birth down as March 20th, 2024.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right, so you should be all set. And let me take a look and double check. All right, so everything else is good to go.

Speaker speaker_1: All right, thank you so much.

Speaker speaker_0: Of course. It was my pleasure. Was there anything else we can assist you with today?

Speaker speaker_1: I don't think so. I think that covers it.

Speaker speaker_0: All right, thank you so much for your time today. Have a wonderful rest of your day.

Speaker speaker_1: Thank you. Have a nice day. Bye.

Speaker speaker_0: Thank you. You too. Bye-bye.