

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca Beneficino-Carr coming on behalf of Hospitality Staffing Solutions to speak with Ms. Johnson. Who? My name is Francesca Beneficino-Carr calling on behalf of Hospitality Staffing Solutions to speak with Ms. Johnson. I don't understand what you're saying. I'm looking to speak with Ms. Johnson on behalf of a staffing company, Hospitality Staffing Solutions, ma'am. Oh, oh, okay. I'm sorry. Hold on just a moment. Sorry about that, I didn't understand what you were saying. Sorry. Tatiana? Uh, staffing agency. Here. Hello? Yes, hello, good afternoon. My name is Francesca Beneficino-Carr. I'm looking to speak with Ms. Johnson on behalf of Hospitality Staffing Solutions. This is her. We were calling you in regards to the insurance enrollment form you filled out January 29th, 2023, where you selected coverage for yourself and child and spouse, but didn't provide neither of those dependents. Oh. Um, like what do I need to do? Like, what do you mean? So you asked to have coverage for yourself and a child, and for yourself and a spouse, but you didn't provide their first and last name, date of birth or Social Security number. Um, because I don't have, um, insurance. I don't think so. Do I have insurance? No, ma'am. What I'm calling you, what I'm calling you in regards to is insurance. You filled out an insurance form with Hospitality Staffing Solutions on the 29th of January. Uh, wait, I'm not really understanding. What did she say? Oh. Ma'am, when you were at Hospitality Staffing Solutions, the staffing company, you filled and signed a document requesting health insurance once you become a employee with Hospitality Staffing Solutions. I'm calling in regards to that form. Uh, yeah, she, uh, need... She, she would like to have, uh, health insurance. Okay. Unfortunately, I do apologize for being so rigid. I will need her to give verbal authorization for me to be able to take in account what you're saying, ma'am. I apologize. Yes. Yes, I would like to have insurance. Okay. But now then, this is the issue. You selected to have insurance for yourself and your spouse, and for yourself and your children, but you didn't put their information in the form. Well, I don't have a spouse or children. Okay. So then were you looking to have benefits just for yourself? Um, yes. You selected for yourself and spouse. Well, I... That was probably an accident. Okay. And then the other issue is you selected both of the MEP plans. One of them is preventative, and one of them is hospital indemnity and preventative. You can be on both of them. Which one would you like to be enrolled into? Preventative. Pre- uh, preventative. Okay. So once you start working with them, the total deduction per week for insurance will be \$19.03 per paycheck. Okay. And we'll be reaching out to you once they do have an employment position for you. Okay. Um, and when do you think that will be? Oh, oh, oh. Unfortunately, we only handle the insurance portion. Okay. I wouldn't be able to give you an ETA in regards to that. Okay. Thank you. My pleasure. Have a wonderful rest of your day. Thank you for your time today. Okay. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon. My name is Francesca Beneficino-Carr coming on behalf of Hospitality Staffing Solutions to speak with Ms. Johnson.

Speaker speaker_2: Who?

Speaker speaker_1: My name is Francesca Beneficino-Carr calling on behalf of Hospitality Staffing Solutions to speak with Ms. Johnson.

Speaker speaker_2: I don't understand what you're saying.

Speaker speaker_1: I'm looking to speak with Ms. Johnson on behalf of a staffing company, Hospitality Staffing Solutions, ma'am.

Speaker speaker_2: Oh, oh, okay. I'm sorry. Hold on just a moment. Sorry about that, I didn't understand what you were saying. Sorry. Tatiana? Uh, staffing agency. Here.

Speaker speaker_3: Hello?

Speaker speaker_1: Yes, hello, good afternoon. My name is Francesca Beneficino-Carr. I'm looking to speak with Ms. Johnson on behalf of Hospitality Staffing Solutions.

Speaker speaker_3: This is her.

Speaker speaker_1: We were calling you in regards to the insurance enrollment form you filled out January 29th, 2023, where you selected coverage for yourself and child and spouse, but didn't provide neither of those dependents.

Speaker speaker_3: Oh. Um, like what do I need to do? Like, what do you mean?

Speaker speaker_1: So you asked to have coverage for yourself and a child, and for yourself and a spouse, but you didn't provide their first and last name, date of birth or Social Security number.

Speaker speaker_3: Um, because I don't have, um, insurance. I don't think so. Do I have insurance?

Speaker speaker_1: No, ma'am. What I'm calling you, what I'm calling you in regards to is insurance. You filled out an insurance form with Hospitality Staffing Solutions on the 29th of January.

Speaker speaker_3: Uh, wait, I'm not really understanding. What did she say? Oh.

Speaker speaker_1: Ma'am, when you were at Hospitality Staffing Solutions, the staffing company, you filled and signed a document requesting health insurance once you become a employee with Hospitality Staffing Solutions. I'm calling in regards to that form.

Speaker speaker_2: Uh, yeah, she, uh, need... She, she would like to have, uh, health insurance.

Speaker speaker_1: Okay. Unfortunately, I do apologize for being so rigid. I will need her to give verbal authorization for me to be able to take in account what you're saying, ma'am. I apologize.

Speaker speaker_3: Yes. Yes, I would like to have insurance.

Speaker speaker_1: Okay. But now then, this is the issue. You selected to have insurance for yourself and your spouse, and for yourself and your children, but you didn't put their information in the form.

Speaker speaker_3: Well, I don't have a spouse or children.

Speaker speaker_1: Okay. So then were you looking to have benefits just for yourself?

Speaker speaker_3: Um, yes.

Speaker speaker_1: You selected for yourself and spouse.

Speaker speaker_3: Well, I... That was probably an accident.

Speaker speaker_1: Okay. And then the other issue is you selected both of the MEP plans. One of them is preventative, and one of them is hospital indemnity and preventative. You can be on both of them. Which one would you like to be enrolled into?

Speaker speaker_2: Preventative.

Speaker speaker_3: Pre- uh, preventative.

Speaker speaker_1: Okay. So once you start working with them, the total deduction per week for insurance will be \$19.03 per paycheck.

Speaker speaker_3: Okay.

Speaker speaker_1: And we'll be reaching out to you once they do have an employment position for you.

Speaker speaker_3: Okay. Um, and when do you think that will be? Oh, oh, oh.

Speaker speaker_1: Unfortunately, we only handle the insurance portion.

Speaker speaker_3: Okay.

Speaker speaker_1: I wouldn't be able to give you an ETA in regards to that.

Speaker speaker_3: Okay. Thank you.

Speaker speaker_1: My pleasure. Have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_3: Okay. Thank you.