

## Transcript: Francesca

**Baez-5420569794756608-5025904310403072**

### Full Transcript

Thank you for coming by Beneficino, this is Francesca. How can I assist you today? Hi. I'm not sure if you were the one that I just spoke with in reference to . No, ma'am. It could have been one of my coworkers. Is there anything I can assist you with? Uh, 'cause she was supposed to send me an email, uh, with, um, it was a form, uh, to be able to fill out how I have proof that he did sign up for the insurance to see where the disconnect was between the staffing agency and you guys, because you, you guys said that you don't have him as active but then we do have, like, the paperwork so there was some kind of disconnect somewhere. Okay. But I'm, I'm waiting for the email and I haven't received it, and I can't recall her name. We want you to call- What staffing company do you work with? B... Uh, what is it called? B... BC... Um, hold on. D and G and- I can never remember. Like, B something. I can, uh, let me see here. I got it. Um, BGFF. I'm sorry. B, G, G, G as in- I'm sorry? I know that has an email address. Um, they help with yours. Did you hear me? Can, can you hear me, ma'am? Yes, ma'am. You said B something? B... Um, BGFFS. All right. Um, and are you the employee or is Ezekiel the employee? Ezequiel's the employee. He's here if you need to speak with him. Um, uh, she put me on there that it's okay to speak with me because he told... He talked... She talked to him already. So she . Okay. What is his first and last name? Ezequiel Nuño. E-Z-E-Q-U-I-E-L. Last name Nuño, N-U-Ñ-O. Okay, bear with me one moment. Thank you. Go ahead. Get ready to go back. Yeah. Go ahead and get this. Yeah. Thank you for holding, ma'am. Um, so I got with that coworker. It does show on the side that it was resent out. Could you check your emails to see if you received it? It'll be coming from info@beneficino card.com. Yeah, I just got one right now at 3:45 and I'm actually looking at it right now, so I just need to reply with the, um, with the, with the document that we're... He signed when he signed up for the company and- You're supposed to send the documentation? Send the documentation now. I thought you said end ma'am. The line cut off. What was the other side- Oh, I'm sorry. Can you hear me better? Yes, ma'am. You said that he was supposed to send the documents that he signed when he enrolled and what else? Correct. Uh, and, or I'm asking. Oh, let me check with her. Okay. I can let you . Hello? Um, would you advise me, it will only be that enrollment form that she's needing currently. Just the enrollment? Okay, thank you. I'll send that. I'm replying to the message right now with it. All right, and then once you send it, it should take 24 to 48 hours for our front office to process it and for her to reach back out to you. Okay, thank you. Thank you. Have a wonderful rest of your day. You too, thank you. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for coming by Beneficino, this is Francesca. How can I assist you today?

Speaker speaker\_1: Hi. I'm not sure if you were the one that I just spoke with in reference to .

Speaker speaker\_0: No, ma'am. It could have been one of my coworkers. Is there anything I can assist you with?

Speaker speaker\_1: Uh, 'cause she was supposed to send me an email, uh, with, um, it was a form, uh, to be able to fill out how I have proof that he did sign up for the insurance to see where the disconnect was between the staffing agency and you guys, because you, you guys said that you don't have him as active but then we do have, like, the paperwork so there was some kind of disconnect somewhere.

Speaker speaker\_0: Okay.

Speaker speaker\_1: But I'm, I'm waiting for the email and I haven't received it, and I can't recall her name.

Speaker speaker\_2: We want you to call-

Speaker speaker\_0: What staffing company do you work with?

Speaker speaker\_1: B... Uh, what is it called? B... BC... Um, hold on.

Speaker speaker\_2: D and G and-

Speaker speaker\_1: I can never remember. Like, B something.

Speaker speaker\_2: I can, uh, let me see here. I got it.

Speaker speaker\_1: Um, BGFF. I'm sorry.

Speaker speaker\_2: B, G, G, G as in-

Speaker speaker\_1: I'm sorry?

Speaker speaker\_2: I know that has an email address. Um, they help with yours. Did you hear me?

Speaker speaker\_1: Can, can you hear me, ma'am?

Speaker speaker\_0: Yes, ma'am. You said B something?

Speaker speaker\_1: B... Um, BGFFS.

Speaker speaker\_0: All right. Um, and are you the employee or is Ezekiel the employee?

Speaker speaker\_1: Ezequiel's the employee. He's here if you need to speak with him. Um, uh, she put me on there that it's okay to speak with me because he told... He talked... She talked to him already.

Speaker speaker\_2: So she .

Speaker speaker\_0: Okay. What is his first and last name?

Speaker speaker\_1: Ezequiel Nuño. E-Z-E-Q-U-I-E-L. Last name Nuño, N-U-Ñ-O.

Speaker speaker\_0: Okay, bear with me one moment.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Go ahead. Get ready to go back.

Speaker speaker\_4: Yeah. Go ahead and get this. Yeah.

Speaker speaker\_0: Thank you for holding, ma'am. Um, so I got with that coworker. It does show on the side that it was resent out. Could you check your emails to see if you received it? It'll be coming from info@beneficino card.com.

Speaker speaker\_1: Yeah, I just got one right now at 3:45 and I'm actually looking at it right now, so I just need to reply with the, um, with the, with the document that we're... He signed when he signed up for the company and-

Speaker speaker\_2: You're supposed to send the documentation? Send the documentation now.

Speaker speaker\_0: I thought you said end ma'am. The line cut off. What was the other side-

Speaker speaker\_1: Oh, I'm sorry. Can you hear me better?

Speaker speaker\_0: Yes, ma'am. You said that he was supposed to send the documents that he signed when he enrolled and what else?

Speaker speaker\_1: Correct. Uh, and, or I'm asking.

Speaker speaker\_0: Oh, let me check with her.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I can let you .

Speaker speaker\_5: Hello?

Speaker speaker\_0: Um, would you advise me, it will only be that enrollment form that she's needing currently.

Speaker speaker\_5: Just the enrollment?

Speaker speaker\_0: Okay, thank you. I'll send that. I'm replying to the message right now with it.

Speaker speaker\_2: All right, and then once you send it, it should take 24 to 48 hours for our front office to process it and for her to reach back out to you.

Speaker speaker\_0: Okay, thank you.

Speaker speaker\_2: Thank you. Have a wonderful rest of your day.

Speaker speaker\_0: You too, thank you. Bye-bye.