

Transcript: Francesca

Baez-5499116181962752-5389687528800256

Full Transcript

Thank you for calling Benefits and Appointments. My name is Francesca. How can I assist you today? Yes, ma'am, I had a whis-pahs. Okay. Did you listen to any voicemail that might have been left? Ma'am? Yes, ma'am. Did you listen to any voicemail that may have been left? Yes, ma'am, I did. Okay. And what was that voicemail that you talked about? Um, benefits on behalf of... I, I used this search, practicing the enrollment form for health coverage. Okay. With which staffing company? Serge. Okay. And were you calling to the client to see what benefits there are to enroll? Okay. Let me hear you. I don't... Say, I'm sorry. Yes, ma'am. What was the purpose of the call regarding that? Ye-... Wait. You said, what's the purpose of, of the call? Yes, ma'am. In the sense of, were you calling to get more information about the benefits offered to the client, the auto enrollment or to enroll into something different? Oh. I was just calling the number back to see what it was about. Okay. I'll have to take a look in the account to see if you left any note. What are the last four of your Social? 8438. And your last name? Ramsey. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Um, my date of birth was March 31st, 1998. And, ma'am, I'm still waiting on that address, if you're so kind. Oh, I'm sorry. 1611 6th Avenue South, Columbus, Georgia 39701. Thank you very much. We have the best contact, same phone number you called back on, 662-630-0435. Yes, ma'am. That's right. Can I have your email as your last name, first name 123 at gmail.com? Yes, ma'am. That's right. Mm-hmm. Okay. Hold on. Oh, I see. So the reason for that call is due to the fact that the online enrollment that you were submitting- Mm-hmm. ... was missing your spouse information on it. My spouse? Yes. Because you had selected that you had coverage for yourself and family, but the spouse information wasn't provided to complete the family. Oh, I'm sorry. I didn't... I don't have a spouse, a spouse, it's just me and my kids. I was just trying to put me and my kids. Oh, okay. So then that has been fixed already. Since we didn't have the spouse, we dropped it down to just employee and child. Mm-hmm. So now all that is left will be for you to spec those deductions once you start working with Search. There will be a total of \$62.57 per paycheck. Okay. And when you see the first deduction following Monday, this policy will be effective on Friday of that activation week. They'll send out your benefit card. Okay. All right. So you are all set. Was there anything else we can assist you with today? No, ma'am. That's all. Have a great day, and thank you for your time today. You too. Thank you. My pleasure.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Appointments. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, ma'am, I had a whis-pahs.

Speaker speaker_0: Okay. Did you listen to any voicemail that might have been left?

Speaker speaker_1: Ma'am?

Speaker speaker_0: Yes, ma'am. Did you listen to any voicemail that may have been left?

Speaker speaker_1: Yes, ma'am, I did.

Speaker speaker_0: Okay. And what was that voicemail that you talked about?

Speaker speaker_1: Um, benefits on behalf of... I, I used this search, practicing the enrollment form for health coverage.

Speaker speaker_0: Okay. With which staffing company?

Speaker speaker_1: Serge.

Speaker speaker_0: Okay. And were you calling to the client to see what benefits there are to enroll?

Speaker speaker_1: Okay. Let me hear you. I don't... Say, I'm sorry.

Speaker speaker_0: Yes, ma'am. What was the purpose of the call regarding that?

Speaker speaker_1: Ye-... Wait. You said, what's the purpose of, of the call?

Speaker speaker_0: Yes, ma'am. In the sense of, were you calling to get more information about the benefits offered to the client, the auto enrollment or to enroll into something different?

Speaker speaker_1: Oh. I was just calling the number back to see what it was about.

Speaker speaker_0: Okay. I'll have to take a look in the account to see if you left any note. What are the last four of your Social?

Speaker speaker_1: 8438.

Speaker speaker_0: And your last name?

Speaker speaker_1: Ramsey.

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: Um, my date of birth was March 31st, 1998.

Speaker speaker_0: And, ma'am, I'm still waiting on that address, if you're so kind.

Speaker speaker_1: Oh, I'm sorry. 1611 6th Avenue South, Columbus, Georgia 39701.

Speaker speaker_0: Thank you very much. We have the best contact, same phone number you called back on, 662-630-0435.

Speaker speaker_1: Yes, ma'am. That's right.

Speaker speaker_0: Can I have your email as your last name, first name 123 at gmail.com?

Speaker speaker_1: Yes, ma'am. That's right. Mm-hmm. Okay. Hold on.

Speaker speaker_0: Oh, I see. So the reason for that call is due to the fact that the online enrollment that you were submitting-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... was missing your spouse information on it.

Speaker speaker_1: My spouse?

Speaker speaker_0: Yes. Because you had selected that you had coverage for yourself and family, but the spouse information wasn't provided to complete the family.

Speaker speaker_1: Oh, I'm sorry. I didn't... I don't have a spouse, a spouse, it's just me and my kids. I was just trying to put me and my kids.

Speaker speaker_0: Oh, okay. So then that has been fixed already. Since we didn't have the spouse, we dropped it down to just employee and child.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So now all that is left will be for you to spec those deductions once you start working with Search. There will be a total of \$62.57 per paycheck.

Speaker speaker_1: Okay.

Speaker speaker_0: And when you see the first deduction following Monday, this policy will be effective on Friday of that activation week. They'll send out your benefit card.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. So you are all set. Was there anything else we can assist you with today?

Speaker speaker_1: No, ma'am. That's all.

Speaker speaker_0: Have a great day, and thank you for your time today.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: My pleasure.