

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. May I assist you today? Hello. Hello. Hi. Uh, I do not want to enroll my coverage but it's showing me it's, uh... I'm sorry, ma'am. ... uh, vertical restriction. You sound very far away. I want to enroll my coverage but it's showing me vertical, uh, restrictions in my account. Yes, ma'am. So that vertical restriction isn't exactly for your account. It's regarding your- Mm-hmm. ... staffing company. The vertical restriction- Mm-hmm. ... means that if you're going to put a dependent aside from having yourself covered, everything else- Mm-hmm. ... has to also have the dependent on it. Oh. Does that make sense? Yeah, my... Oh, yeah. Okay. Yeah. My recruiter sent me this link to, uh, decline or enroll some coverage. When I'm trying to do that, it not allow me to, uh, get some code. So... So if you're gonna choose some coverage and you're gonna have someone else, not just yourself, covered- Yeah, I want... Um, I don't wanna enroll for now. That's why I click in decline all coverage, and they said me to, to agree on that and it will send some code. So I didn't get that code. That's why when I go to that link, um, I decline all coverage. In the top I agree and there is only two option. Uh, save and cancel. Okay. That's all, and I didn't get the code. And she ask me, uh, me for code, so I didn't get that. So now you need the code, right? Mm-hmm. What staffing company do you work with? On Track. On Track Staffing? Yes. Okay, so that specific code you need, you need to call your On Track Staffing office. They're the ones that have that code. So they will help me for this case? Yes. So the code that you're specifically looking for, we don't have that code. They're the ones- Mm-hmm. ... that have the code for you. Yes, you said like go to this link and, um, just select decline all coverage and there is, uh, one circle in the bottom. Uh, if I click over there, it will come code. But I didn't see that circle and when I click and decline all coverage, it's showing me like, uh, calling this number. That's why I calling this number. Okay, ma'am, so I'm confused. Do you need a code or do you not need the code? I need. Okay, so if you need a code, you need to call On Track Staffing for that code. We don't have it. That co- If this- Mm-hmm. If right now, the step that you're on right now is not letting you move anywhere and it's asking you for the code, then that specific code- Mm-hmm. ... On Track Staffing is the only one to provide it to you. Um, but if this- Oh, okay. ... if you're getting issues like with not the one that you were having where you didn't understand the vertical restriction, that would be where we come in to help. Mm-hmm. So that specific code the system sends out that you need to put in, On Track Staffing- Mm-hmm. ... is the one that has it. Okay. Okay, thank you. Of course. If you run into any other issues after you put in that code, you can give us a call back. We're gonna be here till 8:00 PM Eastern Time. Okay. Have a good one. You, too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Francesca. May I assist you today?

Speaker speaker_1: Hello.

Speaker speaker_0: Hello.

Speaker speaker_1: Hi. Uh, I do not want to enroll my coverage but it's showing me it's, uh...

Speaker speaker_0: I'm sorry, ma'am.

Speaker speaker_1: ... uh, vertical restriction.

Speaker speaker_0: You sound very far away.

Speaker speaker_1: I want to enroll my coverage but it's showing me vertical, uh, restrictions in my account.

Speaker speaker_0: Yes, ma'am. So that vertical restriction isn't exactly for your account. It's regarding your-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... staffing company. The vertical restriction-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... means that if you're going to put a dependent aside from having yourself covered, everything else-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... has to also have the dependent on it.

Speaker speaker_1: Oh.

Speaker speaker_0: Does that make sense?

Speaker speaker_1: Yeah, my... Oh, yeah.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah. My recruiter sent me this link to, uh, decline or enroll some coverage. When I'm trying to do that, it not allow me to, uh, get some code. So...

Speaker speaker_0: So if you're gonna choose some coverage and you're gonna have someone else, not just yourself, covered-

Speaker speaker_1: Yeah, I want... Um, I don't wanna enroll for now. That's why I click in decline all coverage, and they said me to, to agree on that and it will send some code. So I didn't get that code. That's why when I go to that link, um, I decline all coverage. In the top I agree and there is only two option. Uh, save and cancel.

Speaker speaker_0: Okay.

Speaker speaker_1: That's all, and I didn't get the code. And she ask me, uh, me for code, so I didn't get that.

Speaker speaker_0: So now you need the code, right?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: On Track.

Speaker speaker_0: On Track Staffing?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so that specific code you need, you need to call your On Track Staffing office. They're the ones that have that code.

Speaker speaker_1: So they will help me for this case?

Speaker speaker_0: Yes. So the code that you're specifically looking for, we don't have that code. They're the ones-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... that have the code for you.

Speaker speaker_1: Yes, you said like go to this link and, um, just select decline all coverage and there is, uh, one circle in the bottom. Uh, if I click over there, it will come code. But I didn't see that circle and when I click and decline all coverage, it's showing me like, uh, calling this number. That's why I calling this number.

Speaker speaker_0: Okay, ma'am, so I'm confused. Do you need a code or do you not need the code?

Speaker speaker_1: I need.

Speaker speaker_0: Okay, so if you need a code, you need to call On Track Staffing for that code. We don't have it. That co- If this-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: If right now, the step that you're on right now is not letting you move anywhere and it's asking you for the code, then that specific code-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... On Track Staffing is the only one to provide it to you. Um, but if this-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... if you're getting issues like with not the one that you were having where you didn't understand the vertical restriction, that would be where we come in to help.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So that specific code the system sends out that you need to put in, On Track Staffing-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... is the one that has it.

Speaker speaker_1: Okay. Okay, thank you.

Speaker speaker_0: Of course. If you run into any other issues after you put in that code, you can give us a call back. We're gonna be here till 8:00 PM Eastern Time.

Speaker speaker_1: Okay.

Speaker speaker_0: Have a good one.

Speaker speaker_1: You, too.