

Transcript: Francesca

Baez-5503095785832448-5828263733280768

Full Transcript

Thank you for calling Benefits 10-0-4. My name is Francesca. How can I assist you today? Yes, I had a missed call for this number. I was just trying to, um, figure out why y'all calling my phone. Okay. Was there any voicemail left? Mm-hmm. It was a voicemail. Did it say anything about an enrollment, cancellation or an update? Something about search, staff, or business with a card, I don't know what y'all talking about but... Okay. So when a person calls in, there's nothing in front of me regarding the previous calls that they were in, I will have to look for an account. If this is something about Search Staffing it will mean that it's regarding the benefits that Search Staffing is offering you. Are you currently working with them? I was wor- with a, with a staffing company but I'm not with them anymore. Okay. So if you're no longer working with them you can simply ignore it due to the fact that if there was any coverage that was active at that point, after five consecutive weeks the system kicks it out and cancels it. All right. I can still look into it if you would like me to. No, I don't... Thank you. Of course. Have a great day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-0-4. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, I had a missed call for this number. I was just trying to, um, figure out why y'all calling my phone.

Speaker speaker_0: Okay. Was there any voicemail left?

Speaker speaker_1: Mm-hmm. It was a voicemail.

Speaker speaker_0: Did it say anything about an enrollment, cancellation or an update?

Speaker speaker_1: Something about search, staff, or business with a card, I don't know what y'all talking about but...

Speaker speaker_0: Okay. So when a person calls in, there's nothing in front of me regarding the previous calls that they were in, I will have to look for an account. If this is something about Search Staffing it will mean that it's regarding the benefits that Search Staffing is offering you. Are you currently working with them?

Speaker speaker_1: I was wor- with a, with a staffing company but I'm not with them anymore.

Speaker speaker_0: Okay. So if you're no longer working with them you can simply ignore it due to the fact that if there was any coverage that was active at that point, after five consecutive weeks the system kicks it out and cancels it.

Speaker speaker_1: All right.

Speaker speaker_0: I can still look into it if you would like me to.

Speaker speaker_1: No, I don't... Thank you.

Speaker speaker_0: Of course. Have a great day.