

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. All right. Hello? Yes, hello. Good afternoon. My name is Francesca ... calling on behalf of Innovative Staff Solutions to speak with Mr. Johnson. Yeah, this... this is Joshua Johnson. So, we're calling to ... an enrollment form for health insurance that you filled out on the 5th of February. Oh, yeah? You put your date of birth as February 5th, 2025. That's not right. I don't know why the form did that. Um, it's actually July 10th, 19- 1989. It's not that... Yeah, I, I don't know why the form did- did... Yeah, I don't know why they did that or I filled it out I- like that. Um, this is... so we'll go ahead and process that request then for the InsurPlus Enhance. Once you start working, that's going to be \$22.94 per paycheck. Okay. Um, I wanna ask you- All right. That's totally fine. All right. Um, and then I did want to let you know the carrier for that specific plan only sends your medical cards digital, so it will be sent to your email. We currently do not have one. Would you like to put one on file? Oh, yes. Go ahead. Okay. Um, it's all lower-lowercase. It is, um, J-J-O-H-N-S-O-N, um,.c-u, M as in monkey, M as in monkey, I, N as in Nancy, S, 1989 at gmail.com. So that is- Um- ... jjohnson.cummins1989@gmail.com. All right, so you are all set. Thank you so much for that. All right, thank you. And then... Of course. Um, and so now that this is done and we have processed it, the only thing left that they haven't already will be for Innovative Staff Solutions to contact you once they have an assignment for you. All right. All right, thank you so very much. Of course. Thank you for your time today. Have a wonderful rest of your day. Y- you too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: All right. Hello?

Speaker speaker_2: Yes, hello. Good afternoon. My name is Francesca ... calling on behalf of Innovative Staff Solutions to speak with Mr. Johnson.

Speaker speaker_1: Yeah, this... this is Joshua Johnson.

Speaker speaker_2: So, we're calling to ... an enrollment form for health insurance that you filled out on the 5th of February.

Speaker speaker_1: Oh, yeah?

Speaker speaker_2: You put your date of birth as February 5th, 2025.

Speaker speaker_1: That's not right. I don't know why the form did that. Um, it's actually July 10th, 19- 1989. It's not that... Yeah, I, I don't know why the form did- d- did... Yeah, I don't know why they did that or I filled it out I- like that.

Speaker speaker_2: Um, this is... so we'll go ahead and process that request then for the InsurPlus Enhance. Once you start working, that's going to be \$22.94 per paycheck.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, I wanna ask you-

Speaker speaker_1: All right. That's totally fine.

Speaker speaker_2: All right. Um, and then I did want to let you know the carrier for that specific plan only sends your medical cards digital, so it will be sent to your email. We currently do not have one. Would you like to put one on file?

Speaker speaker_1: Oh, yes.

Speaker speaker_2: Go ahead.

Speaker speaker_1: Okay. Um, it's all lower- lowercase. It is, um, J-J-O-H-N-S-O-N, um,.c-u, M as in monkey, M as in monkey, I, N as in Nancy, S, 1989 at gmail.com. So that is-

Speaker speaker_2: Um-

Speaker speaker_1: ... jjohnson.cummins1989@gmail.com.

Speaker speaker_2: All right, so you are all set. Thank you so much for that.

Speaker speaker_1: All right, thank you.

Speaker speaker_2: And then... Of course. Um, and so now that this is done and we have processed it, the only thing left that they haven't already will be for Innovative Staff Solutions to contact you once they have an assignment for you.

Speaker speaker_1: All right. All right, thank you so very much.

Speaker speaker_2: Of course. Thank you for your time today. Have a wonderful rest of your day.

Speaker speaker_1: Y- you too. Thank you. Bye-bye.