

Transcript: Francesca

Baez-5622057804808192-5549564662431744

Full Transcript

Thank you for calling Benefits 10 o'clock. My name is Francesca. How can I assist you today? Yes. We're t- signed up for, um... e- or enroll in benefits, please. What staffing company do you work with? Epson. And actually, I'm talking in behalf of my wife who's sitting right next to me. Okay. Um... Are you sure that's not the job that they located for her because I don't have Epson down as a list of staffing companies that we work with. What staffing company you work with us? Uh, Tara. Tara. Yeah. Tara. Tara. Yeah. There it is. Tara Staffing Group. Yep. Okay. Ma'am, do you authorize me to speak with your spouse in regards to your account enrollment? Uh... Yeah, yeah. All right. Can I have the last four of her Social? 8655. And her last name? Tran. Correct. T-R-A-N. You said first letter T, right? T-R-A-N? Yeah. So. Okay. And then to make sure that I did locate the correct account, could you verify the mailing address and date of birth for me please? Um, mailing address is 1781 Northwest 156 Avenue, Beaverton, Oregon 97006. All right. And the date of birth? August 12th, 1970. I have the best contact down as 971-7245-007. Is that correct? Yes. And the email we have it down as T-H-U Chloe at ymail.com? Yes. Mm-hmm. Okay. So, due to the fact that she has worked with Tara Staffing before previously, we need to do an eligibility review. It takes 24 to 48 business hours for the front office to do them. Mm-hmm. It takes 24 to 48 business hours for the front office to do them. Have you guys been able to view what the benefits that Tara Staffing is currently offer are? Yes. Okay. I was going to offer a benefit guide. Um, so then all we have to do really is just wait for them to get back at me in regards to that eligibility review and then I'll give you guys a call to let you know whether or not I'm able to go ahead and get her enrolled into coverage. Okay? Yes. Thank you. Of course. Is there a certain time frame where would be best for me to try to reach you guys? Uh, I- I have to work like Monday to Thursday from 5:00. Well, you can have her call you during lunch. Yeah, but I don't have much time. How much time does she need to talk to you because lunch break is like 30 minutes or 45? 30. 30 minute lunch break. Otherwise, she works 10 hour days, so- Mm-hmm. So- Can you call my husband instead? The only thing is I need you to give the last verbal authorization for the d- deductions from your paycheck. Sorry. Because there's a verbal disclaimer when we enroll the members which is basically you authorizing on a recorded line for your staffing company to take the deductions for the benefits you want. However, if you guys already know which plan she's going to enrolled into, it should take less than 10 minutes, to be honest. Oh, okay. Okay. Then you can call her during her lunch. Yeah. Monday through f- Monday through Thursday. Understood. And 11:30? Uh, lunch break at, uh, 11:15. Um... All right. There we go. So, we are all set. I look forward to giving you guys a call back to get her enrolled into coverage. Thank you very much. Of course. It was a pleasure speaking with both of you. I hope you have a wonderful rest of your day today. You too. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10 o'clock. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes. We're t- signed up for, um... e- or enroll in benefits, please.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Epson. And actually, I'm talking in behalf of my wife who's sitting right next to me.

Speaker speaker_0: Okay. Um... Are you sure that's not the job that they located for her because I don't have Epson down as a list of staffing companies that we work with.

Speaker speaker_1: What staffing company you work with us?

Speaker speaker_2: Uh, Tara.

Speaker speaker_1: Tara.

Speaker speaker_2: Yeah. Tara.

Speaker speaker_1: Tara. Yeah. There it is. Tara Staffing Group. Yep.

Speaker speaker_0: Okay. Ma'am, do you authorize me to speak with your spouse in regards to your account enrollment?

Speaker speaker_2: Uh... Yeah, yeah.

Speaker speaker_0: All right. Can I have the last four of her Social?

Speaker speaker_2: 8655.

Speaker speaker_0: And her last name?

Speaker speaker_2: Tran.

Speaker speaker_1: Correct.

Speaker speaker_2: T-R-A-N.

Speaker speaker_0: You said first letter T, right? T-R-A-N?

Speaker speaker_2: Yeah.

Speaker speaker_0: So. Okay. And then to make sure that I did locate the correct account, could you verify the mailing address and date of birth for me please?

Speaker speaker_2: Um, mailing address is 1781 Northwest 156 Avenue, Beaverton, Oregon 97006.

Speaker speaker_0: All right. And the date of birth?

Speaker speaker_2: August 12th, 1970.

Speaker speaker_0: I have the best contact down as 971-7245-007. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_0: And the email we have it down as T-H-U Chloe at ymail.com?

Speaker speaker_2: Yes.

Speaker speaker_0: Mm-hmm. Okay. So, due to the fact that she has worked with Tara Staffing before previously, we need to do an eligibility review. It takes 24 to 48 business hours for the front office to do them.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: It takes 24 to 48 business hours for the front office to do them. Have you guys been able to view what the benefits that Tara Staffing is currently offer are?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. I was going to offer a benefit guide. Um, so then all we have to do really is just wait for them to get back at me in regards to that eligibility review and then I'll give you guys a call to let you know whether or not I'm able to go ahead and get her enrolled into coverage. Okay?

Speaker speaker_2: Yes. Thank you.

Speaker speaker_0: Of course. Is there a certain time frame where would be best for me to try to reach you guys?

Speaker speaker_2: Uh, I- I have to work like Monday to Thursday from 5:00.

Speaker speaker_1: Well, you can have her call you during lunch.

Speaker speaker_2: Yeah, but I don't have much time.

Speaker speaker_1: How much time does she need to talk to you because lunch break is like 30 minutes or 45?

Speaker speaker_2: 30.

Speaker speaker_1: 30 minute lunch break. Otherwise, she works 10 hour days, so-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: So-

Speaker speaker_2: Can you call my husband instead?

Speaker speaker_0: The only thing is I need you to give the last verbal authorization for the d-deductions from your paycheck. Sorry. Because there's a verbal disclaimer when we enroll the members which is basically you authorizing on a recorded line for your staffing company to take the deductions for the benefits you want. However, if you guys already know which plan she's going to enrolled into, it should take less than 10 minutes, to be honest.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: Okay.

Speaker speaker_1: Then you can call her during her lunch.

Speaker speaker_2: Yeah.

Speaker speaker_1: Monday through f- Monday through Thursday.

Speaker speaker_0: Understood.

Speaker speaker_1: And 11:30?

Speaker speaker_2: Uh, lunch break at, uh, 11:15.

Speaker speaker_1: Um...

Speaker speaker_0: All right. There we go. So, we are all set. I look forward to giving you guys a call back to get her enrolled into coverage.

Speaker speaker_2: Thank you very much.

Speaker speaker_0: Of course. It was a pleasure speaking with both of you. I hope you have a wonderful rest of your day today.

Speaker speaker_2: You too. Thank you.

Speaker speaker_0: Bye-bye.

Speaker speaker_2: Bye.