

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Frances. You want... Hello, I'm speaking to... My name is Frances, sir. You called Benefits in a Car. Hello there, Frances. How you doing today? Good, sir. How can we assist you today? Uh, I'm trying to see if I still have benefits. What staffing company did you work with? Uh, BG Multi-Family. And the last four of your Social and the last name? Uh, 5044, and my last name is Brown. I need to make sure that I located the right account. Could you verify your mailing address and date of birth, please? Uh, 9175 Oakville, Port Olives, Tennessee. And you said what else? Your date of birth. 10/20/1990. It looks like we have a different address. Do you remember the address you provided BG Staffing when you started working with them on that application? Uh... Was it 6075 Summer Trace? Yes, sir. That... Did you need me to switch it to the- Uh... ... 9175 Oakville? No. No, either, either address is fine. Oh, just this? And then we have your best phone number, 724-4421. That's correct. All right, and last we have your email down as first and last name at gmail.com. That's correct. No, sir. It shows that the last time you had coverage with BGS Staffing was on March 26th, 2023. So I called, uh, back in October or November and I told them to sign me back up for it, but you're telling me they didn't. No, sir. It does so- show here where the representative on October 9th requested for them to do the eligibility review. Um, says you were not eligible for a reinstatement. Um, unfortunately, I see here that we failed to reach back out to you in regards to that information. Uh, but it does show here that you were- Oh, yeah. ... not eligible to enroll into coverage. Okay. All right, thank you. You're welcome. I apologize, sir. It's all right. Have a wonderful rest of your day. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Car. My name is Frances. You want...

Speaker speaker_2: Hello, I'm speaking to...

Speaker speaker_1: My name is Frances, sir. You called Benefits in a Car.

Speaker speaker_2: Hello there, Frances. How you doing today?

Speaker speaker_1: Good, sir. How can we assist you today?

Speaker speaker_2: Uh, I'm trying to see if I still have benefits.

Speaker speaker_1: What staffing company did you work with?

Speaker speaker_2: Uh, BG Multi-Family.

Speaker speaker_1: And the last four of your Social and the last name?

Speaker speaker_2: Uh, 5044, and my last name is Brown.

Speaker speaker_1: I need to make sure that I located the right account. Could you verify your mailing address and date of birth, please?

Speaker speaker_2: Uh, 9175 Oakville, Port Olives, Tennessee. And you said what else?

Speaker speaker_1: Your date of birth.

Speaker speaker_2: 10/20/1990.

Speaker speaker_1: It looks like we have a different address. Do you remember the address you provided BG Staffing when you started working with them on that application?

Speaker speaker_2: Uh... Was it 6075 Summer Trace?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: That...

Speaker speaker_1: Did you need me to switch it to the-

Speaker speaker_2: Uh...

Speaker speaker_1: ... 9175 Oakville?

Speaker speaker_2: No. No, either, either address is fine.

Speaker speaker_1: Oh, just this? And then we have your best phone number, 724-4421.

Speaker speaker_2: That's correct.

Speaker speaker_1: All right, and last we have your email down as first and last name at gmail.com.

Speaker speaker_2: That's correct.

Speaker speaker_1: No, sir. It shows that the last time you had coverage with BGS Staffing was on March 26th, 2023.

Speaker speaker_2: So I called, uh, back in October or November and I told them to sign me back up for it, but you're telling me they didn't.

Speaker speaker_1: No, sir. It does so- show here where the representative on October 9th requested for them to do the eligibility review. Um, says you were not eligible for a reinstatement. Um, unfortunately, I see here that we failed to reach back out to you in regards to that information. Uh, but it does show here that you were-

Speaker speaker_2: Oh, yeah.

Speaker speaker_1: ... not eligible to enroll into coverage.

Speaker speaker_2: Okay. All right, thank you.

Speaker speaker_1: You're welcome. I apologize, sir.

Speaker speaker_2: It's all right.

Speaker speaker_1: Have a wonderful rest of your day.

Speaker speaker_2: You too.