

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? I, um... Um... Yes, sir. How can I help you? Um, a benefits card. Yes, sir. You called Benefits in a Card. How can we assist you today? Uh, can I, uh, get a card? Um... Okay. So what staffing company do you work with? I'm applying with Nancan. Okay. So if you currently don't have benefits and you're applying, I cannot provide you a benefit card. I can enroll you into the coverage that they're currently offering and then once you're active they'll go ahead and send you the benefit card, okay? Okay. What are the last four of your Social? 4228. And your last name? McCall. M-C-C-A-L-L. You said the last four was 4228, right? Yes. Are you a new hire with them? 'Cause I don't see a file with your information in here. Yes. Okay. So due to the fact that you're new, they have not sent over your file to us yet. You have two options. We can go ahead and open one to process an enrollment, but I do need your full Social. If you do not feel comfortable providing it on a recorded line, then I will be calling in throughout the week to see when we receive it from Nancan. So it's up to you. Yeah, I... Um, we would just wait. Okay. You'd rather just wait? Okay. So you can give us a call back at any time from Monday through Friday. Saturday, Sundays, we're closed. And we're open 8:00 AM to 8:00 PM Eastern Time. Okay. Have you already started working with them? No. Okay. 'Cause another way to know for a fact whether or not we'll have a file is usually once you receive your very first paycheck, we already have the file on the system. But if you have not started working, then I would just be calling throughout the week to see when we do receive it. Okay. All right. Thank you so much for your time. I hope you have a wonderful rest of your day. And you as well. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: I, um... Um...

Speaker speaker_0: Yes, sir. How can I help you?

Speaker speaker_1: Um, a benefits card.

Speaker speaker_0: Yes, sir. You called Benefits in a Card. How can we assist you today?

Speaker speaker_1: Uh, can I, uh, get a card? Um...

Speaker speaker_0: Okay. So what staffing company do you work with?

Speaker speaker_1: I'm applying with Nancan.

Speaker speaker_0: Okay. So if you currently don't have benefits and you're applying, I cannot provide you a benefit card. I can enroll you into the coverage that they're currently offering and then once you're active they'll go ahead and send you the benefit card, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 4228.

Speaker speaker_0: And your last name?

Speaker speaker_1: McCall. M-C-C-A-L-L.

Speaker speaker_0: You said the last four was 4228, right?

Speaker speaker_1: Yes.

Speaker speaker_0: Are you a new hire with them? 'Cause I don't see a file with your information in here.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So due to the fact that you're new, they have not sent over your file to us yet. You have two options. We can go ahead and open one to process an enrollment, but I do need your full Social. If you do not feel comfortable providing it on a recorded line, then I will be calling in throughout the week to see when we receive it from Nancan. So it's up to you.

Speaker speaker_1: Yeah, I... Um, we would just wait.

Speaker speaker_0: Okay. You'd rather just wait? Okay. So you can give us a call back at any time from Monday through Friday. Saturday, Sundays, we're closed. And we're open 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_1: Okay.

Speaker speaker_0: Have you already started working with them?

Speaker speaker_1: No.

Speaker speaker_0: Okay. 'Cause another way to know for a fact whether or not we'll have a file is usually once you receive your very first paycheck, we already have the file on the system. But if you have not started working, then I would just be calling throughout the week to see when we do receive it.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Thank you so much for your time. I hope you have a wonderful rest of your day.

Speaker speaker_1: And you as well.

Speaker speaker_0: Thank you. Bye-bye.