

Transcript: Francesca

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Full Transcript

This call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca, Benefits in a Car, looking to speak with Mr. Martinez on behalf of Integrity Trade Services. Yes. Who's this? Uh, yes, ma'am. Can I speak with Juan Martinez? Oh, with Juan? Um- Yes. All right. Hold on one second. Thank you. Uh, hello? Yes. Hello, good morning. My name is Francesca of Benefits in a Car. Am I speaking with Mr. Juan Martinez? Yes. We're giving you a call, sir, on behalf of Integrity Trade Services regarding your request for the enrollment of benefits for yourself and spouse. You didn't provide your spouse's information so we're still needing her information to process it. Can you provide me her name, date of birth and Social? Rather they need your information. I o- I understand. I, I understand what, what you're saying to him but, um- Mm-hmm. ... that was just onboarding for his jobs over at Integrity. He hasn't actually gotten any jobs yet. I mean, we, we're still in the onboarding process. Um, and they said something about in order for me to add my name as the, you know, employee, employee and spouse, I needed to call in a number or something, or call the office, or maybe you guys or them. But I, I couldn't do it and it was just part of it. Understood. So, I'm not even sure if he has a job yet. I don't even know, you know, all that information yet. Okay. Um, and then I do just have to disclose that we are on a recorded line. Mr. Martinez, so during onboarding they do process the whole thing for the insurance. The thing is, this is not gonna be active 'til he gets a job. Okay. But it's completely optional. If you guys want, we can cancel the pending enrollment. Okay. So, but I don't- Oh, no, you don't, you don't necessarily have to. I don't wanna be pressed or anything to do that. Okay. All right. Um, I gotcha. Hold on just one second then, okay? Okay. All right. So do you still need to talk to him or do you need my information? We'll just need your information 'cause he's not gonna get charged for this should he start working 'cause it's gonna be deducted from the paycheck that the staffing company provides him. Right. I, I understood all that at the beginning, you know, like when I did it. So, I just didn't realize you were calling. All right. And what is the first and last name? Renée, R-E-N-E-E, Martinez. And what is the Social? 34180 1754. And lastly your date of birth? 1/15/73. All right. All set. So, once he start working, it's gonna take them one to two weeks to start making his deductions, and then after the very first deduction, following Monday is gonna be when your policy will be effective. Mm-hmm. And then of that week for the effectiveness, Friday will be when they send out the benefit cards. Okay. So now i- is that, um... I- is that 20... It was roughly \$27. Uh, was that a week or a month? It will be per week. It's \$21.07 for all, four of the plans you selected. Okay. And that's gonna be deducted per paycheck. Okay. All right. Okay. That's what I was wondering. And then the other thing, and then the other thing, Mr. Martinez, I wanted to say is, for the Free Rex membership you selected, when you guys become active, Free Rex is gonna send you an email for you to activate your membership and then they will be the ones providing you the benefit cards once

you sign in and you have your own profile. The benefit cards will be there on the profile. Okay. All right. So, you guys are all set. Oh, good. Do you have any questions for us? Uh, no, not yet. Understood. I hope you guys have a wonderful rest of your day and thank you so much for taking my call today. Oh, okay. Thank you. Mm-hmm. Bye-bye.

Conversation Format

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

Speaker speaker_1: Good morning. My name is Francesca, Benefits in a Car, looking to speak with Mr. Martinez on behalf of Integrity Trade Services.

Speaker speaker_2: Yes. Who's this?

Speaker speaker_1: Uh, yes, ma'am. Can I speak with Juan Martinez?

Speaker speaker_2: Oh, with Juan? Um-

Speaker speaker_1: Yes.

Speaker speaker_2: All right. Hold on one second.

Speaker speaker_1: Thank you.

Speaker speaker_2: Uh, hello?

Speaker speaker_1: Yes. Hello, good morning. My name is Francesca of Benefits in a Car. Am I speaking with Mr. Juan Martinez?

Speaker speaker_2: Yes.

Speaker speaker_1: We're giving you a call, sir, on behalf of Integrity Trade Services regarding your request for the enrollment of benefits for yourself and spouse. You didn't provide your spouse's information so we're still needing her information to process it. Can you provide me her name, date of birth and Social?

Speaker speaker_2: Rather they need your information. I o- I understand. I, I understand what, what you're saying to him but, um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... that was just onboarding for his jobs over at Integrity. He hasn't actually gotten any jobs yet. I mean, we, we're still in the onboarding process. Um, and they said something about in order for me to add my name as the, you know, employee, employee and spouse, I needed to call in a number or something, or call the office, or maybe you guys or them. But I, I couldn't do it and it was just part of it.

Speaker speaker_1: Understood.

Speaker speaker_2: So, I'm not even sure if he has a job yet. I don't even know, you know, all that information yet.

Speaker speaker_1: Okay. Um, and then I do just have to disclose that we are on a recorded line. Mr. Martinez, so during onboarding they do process the whole thing for the insurance. The thing is, this is not gonna be active 'til he gets a job.

Speaker speaker_2: Okay.

Speaker speaker_1: But it's completely optional. If you guys want, we can cancel the pending enrollment.

Speaker speaker_2: Okay. So, but I don't-

Speaker speaker_1: Oh, no, you don't, you don't necessarily have to.

Speaker speaker_2: I don't wanna be pressed or anything to do that. Okay. All right. Um, I gotcha. Hold on just one second then, okay?

Speaker speaker_1: Okay.

Speaker speaker_2: All right. So do you still need to talk to him or do you need my information?

Speaker speaker_1: We'll just need your information 'cause he's not gonna get charged for this should he start working 'cause it's gonna be deducted from the paycheck that the staffing company provides him.

Speaker speaker_2: Right. I, I understood all that at the beginning, you know, like when I did it. So, I just didn't realize you were calling.

Speaker speaker_1: All right. And what is the first and last name?

Speaker speaker_2: Renée, R-E-N-E-E, Martinez.

Speaker speaker_1: And what is the Social?

Speaker speaker_2: 34180 1754.

Speaker speaker_1: And lastly your date of birth?

Speaker speaker_2: 1/15/73.

Speaker speaker_1: All right. All set. So, once he start working, it's gonna take them one to two weeks to start making his deductions, and then after the very first deduction, following Monday is gonna be when your policy will be effective.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then of that week for the effectiveness, Friday will be when they send out the benefit cards.

Speaker speaker_2: Okay. So now i- is that, um... I- is that 20... It was roughly \$27. Uh, was that a week or a month?

Speaker speaker_1: It will be per week. It's \$21.07 for all, four of the plans you selected.

Speaker speaker_2: Okay.

Speaker speaker_1: And that's gonna be deducted per paycheck.

Speaker speaker_2: Okay.

Speaker speaker_1: All right.

Speaker speaker_2: Okay. That's what I was wondering.

Speaker speaker_1: And then the other thing, and then the other thing, Mr. Martinez, I wanted to say is, for the Free Rex membership you selected, when you guys become active, Free Rex is gonna send you an email for you to activate your membership and then they will be the ones providing you the benefit cards once you sign in and you have your own profile. The benefit cards will be there on the profile.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. So, you guys are all set.

Speaker speaker_2: Oh, good.

Speaker speaker_1: Do you have any questions for us?

Speaker speaker_2: Uh, no, not yet.

Speaker speaker_1: Understood. I hope you guys have a wonderful rest of your day and thank you so much for taking my call today.

Speaker speaker_2: Oh, okay. Thank you. Mm-hmm.

Speaker speaker_1: Bye-bye.