

Transcript: Francesca

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Full Transcript

Thank you for calling 2020, my name is Francesca. How can I assist you today? Hey, ma'am. How you doing? How are you today? Ma'am, my, my name is Gina. I received a, a, a text, a, a, a SMS from you guys about Benefit In A Card. What does that mean? So we're the administrators of the health insurance of staffing company. Depending on what the message said, it will have a certain meaning. Which staffing company do you work with? Uh, the staff company? Yes, sir. Which staffing company do you work with? Oh, I'm working for o- o- o- a TriStar. No, sir. Which one are you currently working with right now? Well, I'm working for nobody right now. Okay. Does the text message have any staffing company's name in there? Uh, I don't see that. Hold on, let me check. Hold on, give me a second. Oh, no, no, no. I don't see nothing in there. Okay. If you'd like, we can read the message out so we can try to figure out what is in between yours then? Okay. The, the, the, they just sent me a benefits and I work. Now, they just sent me a, a, a, enrollment, enrollment, email, but I don't have, I don't have nothing to do with that. Okay, then you can simply ignore it. Someone could have put in their own information then. All right. No problem. Thank you then. Of course, have a great day. All right, bye-bye. Hello? Yes, sir? Um, I had a, I, I had a question a long time ago, but I, when I called the number, I'm working for you guy, I'm working for Trade, for TriStar. But I, when I called to somebody, when I called for somebody, nobody respond back. So we're Benefits In A Card, sir. We're not the actual staffing company. Oh, okay. All right. No problem. Thank you then. Of course, have a great day. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling 2020, my name is Francesca. How can I assist you today?

Speaker speaker_1: Hey, ma'am. How you doing?

Speaker speaker_0: How are you today?

Speaker speaker_1: Ma'am, my, my name is Gina. I received a, a, a text, a, a, a SMS from you guys about Benefit In A Card. What does that mean?

Speaker speaker_0: So we're the administrators of the health insurance of staffing company. Depending on what the message said, it will have a certain meaning. Which staffing company do you work with?

Speaker speaker_1: Uh, the staff company?

Speaker speaker_0: Yes, sir. Which staffing company do you work with?

Speaker speaker_1: Oh, I'm working for o- o- o- a TriStar.

Speaker speaker_0: No, sir. Which one are you currently working with right now?

Speaker speaker_1: Well, I'm working for nobody right now.

Speaker speaker_0: Okay. Does the text message have any staffing company's name in there?

Speaker speaker_1: Uh, I don't see that. Hold on, let me check. Hold on, give me a second. Oh, no, no, no. I don't see nothing in there.

Speaker speaker_0: Okay. If you'd like, we can read the message out so we can try to figure out what is in between yours then?

Speaker speaker_1: Okay. The, the, the, they just sent me a benefits and I work. Now, they just sent me a, a, a, enrollment, enrollment, email, but I don't have, I don't have nothing to do with that.

Speaker speaker_0: Okay, then you can simply ignore it. Someone could have put in their own information then.

Speaker speaker_1: All right. No problem. Thank you then.

Speaker speaker_0: Of course, have a great day.

Speaker speaker_1: All right, bye-bye. Hello?

Speaker speaker_0: Yes, sir?

Speaker speaker_1: Um, I had a, I, I had a question a long time ago, but I, when I called the number, I'm working for you guy, I'm working for Trade, for TriStar. But I, when I called to somebody, when I called for somebody, nobody respond back.

Speaker speaker_0: So we're Benefits In A Card, sir. We're not the actual staffing company.

Speaker speaker_1: Oh, okay. All right. No problem. Thank you then.

Speaker speaker_0: Of course, have a great day.

Speaker speaker_1: All right, bye-bye.