

Transcript: Francesca

Baez-5784077170688000-5465503742869504

Full Transcript

Benefits and benefits for, my name is Francesca. How can I assist you today? Yes. Good afternoon. Yes, sir. How can we assist you today? Yes. Uh, I receive message for tickets from you. I'm sorry? I receive tickets from you. My name is Hossam Zekri. You received tickets from us? Uh, yes, yes. I, I... I apologize, sir. Yeah. I think you're mistaking. You're calling an administrator for health coverage offered by a staffing company. So we don't issue tickets. This is, uh, HG Staffing? No, sir. We administer the health insurance but we're not the staffing company. Insurance for, uh, uh, for car or for what? The only thing that a staffing company as an employee can provide to you as an employee is health insurance, sir. They don't offer car insurance. Uh, bu- but are we- So to- Mm-hmm. So to sum it up, you're calling the account administrators for the health benefits offered by staffing companies. HG Staffing is one of the staffing companies that we administer the health coverage for, but we don't handle any car insurance and we also do not issue any tickets. Uh. Were you calling regarding health coverage with them? Uh, uh, Whitney, I receive a message, "Congratulate on your job with HG Staffing." Oh, no. "Your benefit in 1/3 as," uh, your phone number, "800-497-4856 to make changes before your, uh, window closes in three days." Yes, sir. So that's an advice in regards to any tickets is informing you that if you would like to enroll into the health benefits offered by HG Staffing to give us a call to do so before your window, uh, closes. Okay. Uh, what you want with me? I'm sorry? Uh, what do you want with me? It's completely optional, sir. It wasn't mandatory for you to give us a call. Do you want health benefits with HG Staffing? Uh, yes. Okay. What are the last four of your Social to locate the account and see if's you're still eligible? Okay. Uh, uh, I work, uh, with HG Staffing before. That is from three weeks. Okay. Are you not currently working with them? Uh, yes, yes. Okay, sir. So I'm still gonna need to look at an account to see whether or not you're eligible. I will need the last four of your Social if you can please be so kind to provide them. Uh, uh, uh, okay. Uh, you are, you are, now work with the staff HG? We're the administrators for the health benefits that they offer, sir. Mm. Um, uh, what do you want with me? What do you want with me? So you asked me to assist you with getting coverage with HG Staffing. I can't do that unless I see your account to see if you're eligible. So once again, sir, I need the last four digits of your Social Security number to be able to locate your account. Oh, oh, okay. Uh, it's seven, nine, nine, eight. And your last name? Zekri. Can you please verify your mailing address and date of birth? Uh, date of birth? This? Yes, sir. Your date of birth, your birthday. Uh, 11/15/68. Are you sure that's your date of birth, sir, your birthday? Excuse me, my English 50/50. Um, what language do you- Okay. What language do you speak? My Arabic. Okay. Bear with me one moment. I'll get an interpreter on the line for us, okay? Yeah. Okay. Mr. Sirki, I have a Arabic translator with us. Mm-hmm. Yes. . Ayo. Okay. Yes, you may go ahead. You said you received a text message today and would like to enroll into the health insurance AG Staffing

offers, correct? . What's it called again? A-T... . AG Staffing. Uh, oh, wa- is this a health insurance? Yes. Oh, . Hmm. Oh. . Hmm. But, uh, uh, uh, shukran. So, this is- . Oh. She's saying, he's saying, "Oh, is this health insurance? I thought I was applying for a new job." Oh, no. It's for health insurance. Ah. . . Mm-hmm. Because I received a message- like, a congratulations message to speak with this phone number and with AG Staffing. Oh, no, sir. Um, if you're not in- interested in the health insurance, you can simply ignore the message. AG Staffing will reach out- Mm-hmm. ... to you directly when they do have a job for you. . Ah, ayah, ayah, ayah. . Um. Yeah, uh, I was just, like, hoping that I would have a new position with a job, but that's all. Understood. Have a great day, then. Okay. . Okay. Thank you. Okay. Bye. My pleasure. My pleasure. Thank you, ma'am. Have a great day. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Benefits and benefits for, my name is Francesca. How can I assist you today?

Speaker speaker_1: Yes. Good afternoon.

Speaker speaker_0: Yes, sir. How can we assist you today?

Speaker speaker_1: Yes. Uh, I receive message for tickets from you.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: I receive tickets from you. My name is Hossam Zekri.

Speaker speaker_0: You received tickets from us?

Speaker speaker_1: Uh, yes, yes.

Speaker speaker_0: I, I... I apologize, sir.

Speaker speaker_1: Yeah.

Speaker speaker_0: I think you're mistaking. You're calling an administrator for health coverage offered by a staffing company. So we don't issue tickets.

Speaker speaker_1: This is, uh, HG Staffing?

Speaker speaker_0: No, sir. We administer the health insurance but we're not the staffing company.

Speaker speaker_1: Insurance for, uh, uh, for car or for what?

Speaker speaker_0: The only thing that a staffing company as an employee can provide to you as an employee is health insurance, sir. They don't offer car insurance.

Speaker speaker_1: Uh, bu- but are we-

Speaker speaker_0: So to-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So to sum it up, you're calling the account administrators for the health benefits offered by staffing companies. HG Staffing is one of the staffing companies that we administer the health coverage for, but we don't handle any car insurance and we also do not issue any tickets.

Speaker speaker_1: Uh.

Speaker speaker_0: Were you calling regarding health coverage with them?

Speaker speaker_1: Uh, uh, Whitney, I receive a message, "Congratulate on your job with HG Staffing."

Speaker speaker_0: Oh, no.

Speaker speaker_1: "Your benefit in 1/3 as," uh, your phone number, "800-497-4856 to make changes before your, uh, window closes in three days."

Speaker speaker_0: Yes, sir. So that's an advice in regards to any tickets is informing you that if you would like to enroll into the health benefits offered by HG Staffing to give us a call to do so before your window, uh, closes.

Speaker speaker_1: Okay. Uh, what you want with me?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Uh, what do you want with me?

Speaker speaker_0: It's completely optional, sir. It wasn't mandatory for you to give us a call. Do you want health benefits with HG Staffing?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Okay. What are the last four of your Social to locate the account and see if's you're still eligible?

Speaker speaker_1: Okay. Uh, uh, I work, uh, with HG Staffing before. That is from three weeks.

Speaker speaker_0: Okay. Are you not currently working with them?

Speaker speaker_1: Uh, yes, yes.

Speaker speaker_0: Okay, sir. So I'm still gonna need to look at an account to see whether or not you're eligible. I will need the last four of your Social if you can please be so kind to provide them.

Speaker speaker_1: Uh, uh, uh, okay. Uh, you are, you are, now work with the staff HG?

Speaker speaker_0: We're the administrators for the health benefits that they offer, sir.

Speaker speaker_1: Mm. Um, uh, what do you want with me? What do you want with me?

Speaker speaker_0: So you asked me to assist you with getting coverage with HG Staffing. I can't do that unless I see your account to see if you're eligible. So once again, sir, I need the last four digits of your Social Security number to be able to locate your account.

Speaker speaker_1: Oh, oh, okay. Uh, it's seven, nine, nine, eight.

Speaker speaker_0: And your last name?

Speaker speaker_1: Zekri.

Speaker speaker_0: Can you please verify your mailing address and date of birth?

Speaker speaker_1: Uh, date of birth? This?

Speaker speaker_0: Yes, sir. Your date of birth, your birthday.

Speaker speaker_1: Uh, 11/15/68.

Speaker speaker_0: Are you sure that's your date of birth, sir, your birthday?

Speaker speaker_1: Excuse me, my English 50/50. Um, what language do you-

Speaker speaker_0: Okay. What language do you speak?

Speaker speaker_1: My Arabic.

Speaker speaker_0: Okay. Bear with me one moment. I'll get an interpreter on the line for us, okay?

Speaker speaker_1: Yeah. Okay.

Speaker speaker_0: Mr. Sirki, I have a Arabic translator with us.

Speaker speaker_2: Mm-hmm. Yes.

Speaker speaker_3: .

Speaker speaker_2: Ayo.

Speaker speaker_3: Okay. Yes, you may go ahead.

Speaker speaker_0: You said you received a text message today and would like to enroll into the health insurance AG Staffing offers, correct?

Speaker speaker_3: . What's it called again? A-T...

Speaker speaker_2: .

Speaker speaker_0: AG Staffing.

Speaker speaker_3: Uh, oh, wa- is this a health insurance?

Speaker speaker_0: Yes.

Speaker speaker_3: Oh, .

Speaker speaker_2: Hmm. Oh. . Hmm. But, uh, uh, uh, shukran.

Speaker speaker_3: So, this is-

Speaker speaker_2: .

Speaker speaker_3: Oh. She's saying, he's saying, "Oh, is this health insurance? I thought I was applying for a new job."

Speaker speaker_0: Oh, no. It's for health insurance.

Speaker speaker_3: Ah. .

Speaker speaker_2: .

Speaker speaker_3: Mm-hmm. Because I received a message-

Speaker speaker_2: .

Speaker speaker_3: ... like, a congratulations message to speak with this phone number and with AG Staffing.

Speaker speaker_0: Oh, no, sir. Um, if you're not in- interested in the health insurance, you can simply ignore the message. AG Staffing will reach out-

Speaker speaker_3: Mm-hmm.

Speaker speaker_0: ... to you directly when they do have a job for you.

Speaker speaker_3: .

Speaker speaker_2: Ah, ayah, ayah, ayah. .

Speaker speaker_0: Um.

Speaker speaker_3: Yeah, uh, I was just, like, hoping that I would have a new position with a job, but that's all.

Speaker speaker_0: Understood. Have a great day, then.

Speaker speaker_3: Okay. .

Speaker speaker_2: Okay. Thank you. Okay. Bye.

Speaker speaker_0: My pleasure.

Speaker speaker_3: My pleasure.

Speaker speaker_0: Thank you, ma'am. Have a great day.

Speaker speaker_3: Thank you. Bye-bye.

Speaker speaker_0: Bye.