

Transcript: Francesca

Baez-5787960920817664-5592172085166080

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Intercom, my name is Francesca. How can I assist you today? Francesca, I... I talked to... My name is, uh, Daryl Marzette and I talked to one of y'all employees. Her name... I think her name was Patricia Early and, uh- We don't have any Patricia in this company, I'm sorry. This is dealing with the insurance? Benefits Intercom, account administrators for the health insurance of the staffing company. Well, she said when I call back I might talk to somebody else or something, but I'm calling from, uh, Hamilton-Rankin and, uh, I was, uh... I had to go to the doctor today and she said y'all would email my... They would... I asked her would, um... If I give you the doctor's email, would y'all... Would y'all email my card status to them? And she said y'all would. I probably got the name wrong. Okay. So then what is the purpose of this call? Is this dealing with the insurance from Hamilton-Rankin? Once again, yes, sir. But I need you to tell me how I can help you. I was trying to get my card. I haven't- Can you read out the last four of your social? Four... Four, uh, six, nine, eight, three. The last name, please. Marzette. You got it wrong. Please verify your mailing address and date of birth. My date of birth is 1-8-1972. Did he sign? He's talking to them now what they're going to do with it. And my mailing address is 5-0-0... 5-0-1 Aberdeen, Mississippi, zip code 3-9-7-3-0. Okay. We show that phone number 662-446-5401? Yes, ma'am. Oh, it isn't it... We have your email down as first and last name@gmail.com. I don't... I don't have... I don't know. I gave her my email, but some kind of way it's kind of messed up or whatever and I couldn't get the information that she was providing to me. And that's when I told her. Uh, she called me back and, uh... And asked me, "Did I get the information?" But I didn't get it and then I went through my phone and some kind of way my email messed up or whatever. But I'm at the doctor's office right now and she said, uh, y'all would provide the information that... That I need through email. All I had to do was, uh... All I had to do was give y'all their email. Okay. Something after. Okay, what email do y'all want me to send the information to? Okay. She said, uh, I had two cards on file. I can't really understand you. Just slow down a second. And I thought she said- I'm not sure what you mean by two cards, sir. You have a total of four benefit cards. Ma'am? Yes, sir. I'm not sure what two cards you're talking about. All of your benefit plans that you have total up to four benefit cards. I got four benefit cards? Vision, dental, and two medical. I need medical. What email do you want it to be sent to? What is this? Patricia... Tell... Tell them... You got it. Yeah, tell, tell them what she needs to give. Um, you can send it to patricia@ucarepoint.com. That's P as in Peter, A, T as in Tom, R-I, C as in cat, I-A, @. The letter U, C as in cat, A-R-E, P as in Peter, O-I-N-T-E.com. Make sure the E is on the end of point. Okay. And then what's your name? Hello? Yes, ma'am. I'm still here. Oh, okay. I'm waiting for the system to... Okay. Let me place you guys on a quick hold. Okay. Okay. I'll pop up because you, I'll give a second. No, I didn't. Fine. What was your question?

Thank you for holding, Ms. Patricia. I did send it out. It says that it was unable to send. Say that again, ma'am? It said that I was unable to send the email. I did put it down as P as in Peter, A as in Apple, T as in Thomas, R as in Ryan, E as in Ice, C as in Cat, E as in Eyes, A as in Apple. I can't- Wait a minute, ma'am. Y- okay, you went really fast. I lost you when you said something about ice. So, could you slow down and say that, please? Yes, ma'am. I tried to send the card, card to email you provided. It did not go through. What, what email address? I'm saying, could you say that again? Patricia, P as in Peter, P as in Apple, T as in Thomas, R as in Ryan, E as in Ice... Wait a minute. Are you saying E as in Ice? It's I. I as in Eye. Sorry. Yes, ma'am. Okay, so do you put, did you put E or did you put I? I, ma'am. I apologize for making a mistake. It was I as in Eye. Oh, okay. Okay. But it still didn't go through. Yep. Could you repeat the rest of the email address, please? Sure thing. Bear with me one moment. I'm placing a quick call. I'll be right back. Only thing she's doing is spelling out your name and she didn't read the rest, and I guarantee you she didn't put the E on the N

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Intercom, my name is Francesca. How can I assist you today?

Speaker speaker_2: Francesca, I... I talked to... My name is, uh, Daryl Marzette and I talked to one of y'all employees. Her name... I think her name was Patricia Early and, uh-

Speaker speaker_1: We don't have any Patricia in this company, I'm sorry.

Speaker speaker_2: This is dealing with the insurance?

Speaker speaker_1: Benefits Intercom, account administrators for the health insurance of the staffing company.

Speaker speaker_2: Well, she said when I call back I might talk to somebody else or something, but I'm calling from, uh, Hamilton-Rankin and, uh, I was, uh... I had to go to the doctor today and she said y'all would email my... They would... I asked her would, um... If I give you the doctor's email, would y'all... Would y'all email my card status to them? And she said y'all would. I probably got the name wrong.

Speaker speaker_1: Okay. So then what is the purpose of this call?

Speaker speaker_2: Is this dealing with the insurance from Hamilton-Rankin?

Speaker speaker_1: Once again, yes, sir. But I need you to tell me how I can help you.

Speaker speaker_2: I was trying to get my card. I haven't-

Speaker speaker_1: Can you read out the last four of your social?

Speaker speaker_2: Four... Four, uh, six, nine, eight, three.

Speaker speaker_1: The last name, please.

Speaker speaker_2: Marzette.

Speaker speaker_3: You got it wrong.

Speaker speaker_1: Please verify your mailing address and date of birth.

Speaker speaker_2: My date of birth is 1-8-1972.

Speaker speaker_3: Did he sign?

Speaker speaker_4: He's talking to them now what they're going to do with it.

Speaker speaker_2: And my mailing address is 5-0-0... 5-0-1 Aberdeen, Mississippi, zip code 3-9-7-3-0.

Speaker speaker_3: Okay.

Speaker speaker_1: We show that phone number 662-446-5401?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_4: Oh, it isn't it...

Speaker speaker_1: We have your email down as first and last name@gmail.com.

Speaker speaker_2: I don't... I don't have... I don't know. I gave her my email, but some kind of way it's kind of messed up or whatever and I couldn't get the information that she was providing to me. And that's when I told her. Uh, she called me back and, uh... And asked me, "Did I get the information?" But I didn't get it and then I went through my phone and some kind of way my email messed up or whatever. But I'm at the doctor's office right now and she said, uh, y'all would provide the information that... That I need through email. All I had to do was, uh... All I had to do was give y'all their email.

Speaker speaker_4: Okay. Something after.

Speaker speaker_1: Okay, what email do y'all want me to send the information to?

Speaker speaker_2: Okay. She said, uh, I had two cards on file.

Speaker speaker_3: I can't really understand you. Just slow down a second.

Speaker speaker_2: And I thought she said-

Speaker speaker_1: I'm not sure what you mean by two cards, sir. You have a total of four benefit cards.

Speaker speaker_2: Ma'am?

Speaker speaker_1: Yes, sir. I'm not sure what two cards you're talking about. All of your benefit plans that you have total up to four benefit cards.

Speaker speaker_2: I got four benefit cards?

Speaker speaker_1: Vision, dental, and two medical.

Speaker speaker_2: I need medical.

Speaker speaker_1: What email do you want it to be sent to?

Speaker speaker_2: What is this? Patricia... Tell... Tell them...

Speaker speaker_4: You got it.

Speaker speaker_2: Yeah, tell, tell them what she needs to give.

Speaker speaker_5: Um, you can send it to patricia@ucarepoint.com. That's P as in Peter, A, T as in Tom, R-I, C as in cat, I-A, @. The letter U, C as in cat, A-R-E, P as in Peter, O-I-N-T-E.com. Make sure the E is on the end of point.

Speaker speaker_3: Okay. And then what's your name?

Speaker speaker_5: Hello?

Speaker speaker_1: Yes, ma'am. I'm still here.

Speaker speaker_5: Oh, okay.

Speaker speaker_1: I'm waiting for the system to...

Speaker speaker_5: Okay.

Speaker speaker_1: Let me place you guys on a quick hold.

Speaker speaker_5: Okay.

Speaker speaker_6: Okay. I'll pop up because you, I'll give a second.

Speaker speaker_7: No, I didn't. Fine. What was your question?

Speaker speaker_1: Thank you for holding, Ms. Patricia. I did send it out. It says that it was unable to send.

Speaker speaker_8: Say that again, ma'am?

Speaker speaker_1: It said that I was unable to send the email. I did put it down as P as in Peter, A as in Apple, T as in Thomas, R as in Ryan, E as in Ice, C as in Cat, E as in Eyes, A as in Apple. I can't-

Speaker speaker_8: Wait a minute, ma'am. Y- okay, you went really fast. I lost you when you said something about ice. So, could you slow down and say that, please?

Speaker speaker_1: Yes, ma'am. I tried to send the card, card to email you provided. It did not go through.

Speaker speaker_8: What, what email address? I'm saying, could you say that again?

Speaker speaker_1: Patricia, P as in Peter, P as in Apple, T as in Thomas, R as in Ryan, E as in Ice...

Speaker speaker_8: Wait a minute. Are you saying E as in Ice?

Speaker speaker_6: It's I.

Speaker speaker_1: I as in Eye. Sorry. Yes, ma'am.

Speaker speaker_8: Okay, so do you put, did you put E or did you put I?

Speaker speaker_1: I, ma'am. I apologize for making a mistake. It was I as in Eye.

Speaker speaker_8: Oh, okay. Okay.

Speaker speaker_1: But it still didn't go through.

Speaker speaker_8: Yep. Could you repeat the rest of the email address, please?

Speaker speaker_1: Sure thing. Bear with me one moment. I'm placing a quick call. I'll be right back.

Speaker speaker_8: Only thing she's doing is spelling out your name and she didn't read the rest, and I guarantee you she didn't put the E on the N