

Transcript: Francesca

Baez-5813683942506496-6204091302330368

Full Transcript

Your call- Hello. ... may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca. I'm a benefit ... Okay. ... looking to speak with Ms. Cannon on behalf of the Hospitality Staffing Solutions. Yes. How you doing? Good. How are you today? Fine. We were giving you a call, ma'am, regarding the insurance form that you filled out April 24th in which you were requesting coverage for yourself and family as well as for yourself and spouse. Um, but the only information you provided was your child Maurice information. You didn't- Oh, my God. ... provide his spouse's information. No, it's not my spouse's name. I probably filled the whole thing out wrong. Because remember I was trying to fill it out and I, it was just giving me the runaround so I just really typed in anything. So I'm glad you, you contacted me. So it's really just supposed to be me and my son. Okay. Were you trying to put also your son into the medical preventative plan you selected? Yeah. That's what I was trying to do. Okay. Bear with me one moment. Okay. So from your selection of the dental vision, the life insurance and the medical preventative for yourself and child is going to be 37.09 per paycheck. Okay. That's fine. Um, and then I was gonna ask, you did not put your child's social in there. Mm-hmm. Any chance you have it? Yes, I do. One second. Take your time. Okay. It's going to be 667-46-1256. All right. And then we have his date of birth as April 25th, 2010. Correct? Yes. That's correct. All right. So you are all set. Once you start working, they're- Right. ... gonna take roughly one to two weeks to make those deductions of the 37.09 for the policy. Okay. And when you see the first deduction, following Monday is gonna be when your coverage becomes effective. Okay. And that same week of activation, by Friday, they'll send out the benefit card. Thank you. Thank you. Of course. And then from your selection, you did select the life insurance but didn't put a beneficiary. Was there a specific person you would like to put down as a beneficiary for that policy? Maurice. Understood. I'll go ahead and put him down then. Thank you. Of course. It was pleasure speaking with you today, Ms. Cannon. I hope you enjoy the rest of your day. Thank you. You, too.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Hello.

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

Speaker speaker_1: Good afternoon. My name is Francesca. I'm a benefit ... Okay. ... looking to speak with Ms. Cannon on behalf of the Hospitality Staffing Solutions. Yes. How

you doing? Good. How are you today? Fine. We were giving you a call, ma'am, regarding the insurance form that you filled out April 24th in which you were requesting coverage for yourself and family as well as for yourself and spouse. Um, but the only information you provided was your child Maurice information. You didn't- Oh, my God. ... provide his spouse's information. No, it's not my spouse's name. I probably filled the whole thing out wrong. Because remember I was trying to fill it out and I, it was just giving me the runaround so I just really typed in anything. So I'm glad you, you contacted me. So it's really just supposed to be me and my son. Okay. Were you trying to put also your son into the medical preventative plan you selected? Yeah. That's what I was trying to do. Okay. Bear with me one moment. Okay. So from your selection of the dental vision, the life insurance and the medical preventative for yourself and child is going to be 37.09 per paycheck. Okay. That's fine. Um, and then I was gonna ask, you did not put your child's social in there. Mm-hmm. Any chance you have it? Yes, I do. One second. Take your time. Okay. It's going to be 667-46-1256. All right. And then we have his date of birth as April 25th, 2010. Correct? Yes. That's correct. All right. So you are all set. Once you start working, they're- Right.

Speaker speaker_0: ... gonna take roughly one to two weeks to make those deductions of the 37.09 for the policy.

Speaker speaker_1: Okay.

Speaker speaker_0: And when you see the first deduction, following Monday is gonna be when your coverage becomes effective.

Speaker speaker_1: Okay.

Speaker speaker_0: And that same week of activation, by Friday, they'll send out the benefit card.

Speaker speaker_1: Thank you. Thank you.

Speaker speaker_0: Of course. And then from your selection, you did select the life insurance but didn't put a beneficiary. Was there a specific person you would like to put down as a beneficiary for that policy?

Speaker speaker_1: Maurice.

Speaker speaker_0: Understood. I'll go ahead and put him down then.

Speaker speaker_1: Thank you.

Speaker speaker_0: Of course. It was pleasure speaking with you today, Ms. Cannon. I hope you enjoy the rest of your day.

Speaker speaker_1: Thank you. You, too.