

Transcript: Franchesca

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Full Transcript

Can you just one minute and I'll try my number -- . Yeah, hold on a second. Let me see if I can get somewhere a little quieter. What? Are we able to sign in now? Good day with you. Can you hear me? Yes, sir. How can we help you? Yeah, uh, I had a missed phone call from you. I guess my teacher was just a transferred or something like that. I wouldn't be able to verify that unless I get into your account. Which staffing company do you work with? Uh, SSPT, Superior Skill Trade Group. And what are the last four of the social? Two, zero, eight, zero. And the last name? Dawson. For security purposes, could you verify your mailing address and date of birth please? 3-1-4-0 Highway 115, Pocahontas, Arkansas, 72455. You said date of birth? Yes, sir. Uh, 8-27-1980. I have best contact 870-631-2275 with the email of philjunior... rjunior, sorry, 27@gmail.com. Philiprj27? Yes, sir. Yeah, that's it, philiprj27@gmail. So I believe the text message you received, sir, is in regards to the same thing of the text message that you received on the first last week. It's gonna keep going on all the way to the end of the month since your company is an open enrollment period regarding the transition of us being their new account administrators for their health insurance. All right, so has it not switched over yet? Is that what it is? Is not what? I'm sorry. Has it not switched over to the other insurance yet? No, sir. It did. It switched over to us being the account administrator. That's what that text message you received was in regards to. I, uh, or the voicemail that I just got, but am I allowed to do any changes on here, on the phone, or am I, do I have to go to the website? Yes, sir. You're able to make changes if you wish to. Yeah, I needed to know which policy I got and I've got a baby on the way and a six year old. I need the best in- best policy for that. So your staffing company sent over the enrollment information of dental, vision, medical and life insurance for yourself and your family. The life insurance is only for yourself and your spouse. All right. Uh, yeah, that last issue, that didn't cover anything, I just was kind of curious if this one was gonna cover anything for us or not. I'm sorry, sir? I- I'll, uh, I'll call back here in a little bit. I'm, I'm, I'm at work. I'm sorry. Okay, that's fine. We'll be open till 8:00 PM Eastern Time. All right, thank you. Have a great day.

Conversation Format

Speaker speaker_0: Can you just one minute and I'll try my number -- .

Speaker speaker_1: Yeah, hold on a second. Let me see if I can get somewhere a little quieter. What? Are we able to sign in now? Good day with you. Can you hear me?

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

Speaker speaker_1: Yeah, uh, I had a missed phone call from you. I guess my teacher was just a transferred or something like that.

Speaker speaker_0: I wouldn't be able to verify that unless I get into your account. Which staffing company do you work with?

Speaker speaker_1: Uh, SSPT, Superior Skill Trade Group.

Speaker speaker_0: And what are the last four of the social?

Speaker speaker_1: Two, zero, eight, zero.

Speaker speaker_0: And the last name?

Speaker speaker_1: Dawson.

Speaker speaker_0: For security purposes, could you verify your mailing address and date of birth please?

Speaker speaker_1: 3-1-4-0 Highway 115, Pocahontas, Arkansas, 72455. You said date of birth?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Uh, 8-27-1980.

Speaker speaker_0: I have best contact 870-631-2275 with the email of philjunior... rjunior, sorry, 27@gmail.com.

Speaker speaker_1: Philiprj27?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yeah, that's it, philiprj27@gmail.

Speaker speaker_0: So I believe the text message you received, sir, is in regards to the same thing of the text message that you received on the first last week. It's gonna keep going on all the way to the end of the month since your company is an open enrollment period regarding the transition of us being their new account administrators for their health insurance.

Speaker speaker_1: All right, so has it not switched over yet? Is that what it is?

Speaker speaker_0: Is not what? I'm sorry.

Speaker speaker_1: Has it not switched over to the other insurance yet?

Speaker speaker_0: No, sir. It did. It switched over to us being the account administrator. That's what that text message you received was in regards to.

Speaker speaker_1: I, uh, or the voicemail that I just got, but am I allowed to do any changes on here, on the phone, or am I, do I have to go to the website?

Speaker speaker_0: Yes, sir. You're able to make changes if you wish to.

Speaker speaker_1: Yeah, I needed to know which policy I got and I've got a baby on the way and a six year old. I need the best in- best policy for that.

Speaker speaker_0: So your staffing company sent over the enrollment information of dental, vision, medical and life insurance for yourself and your family. The life insurance is only for yourself and your spouse.

Speaker speaker_1: All right. Uh, yeah, that last issue, that didn't cover anything, I just was kind of curious if this one was gonna cover anything for us or not.

Speaker speaker_0: I'm sorry, sir?

Speaker speaker_1: I- I'll, uh, I'll call back here in a little bit. I'm, I'm, I'm at work. I'm sorry.

Speaker speaker_0: Okay, that's fine. We'll be open till 8:00 PM Eastern Time.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Have a great day.